

ITE-780 User Guide



Third Edition
2569-003

PointSpan



EADS TELECOM North America



3rd Edition (August 11, 2004)

© Copyright 2004 EADS TELECOM North America Inc. All rights reserved.

Information in this manual is subject to change with product revisions. Technical Publications will incorporate such changes into new editions of the publications. EADS TELECOM North America may add features or enhancements to the product(s) and/or program(s) described in this manual at any time. EADS TELECOM North America Technical Publications freezes the information in this manual based on the software and hardware releases on which the information in the manual is based and will not include updates until the next release.

The application described in this manual is furnished under a license agreement and may be used or copied only in accordance with the terms of the agreement.

Contact Information

Address any reader comments to:

EADS TELECOM North America Inc.
Technical Publications Manager, M/S 1N
2811 Internet Boulevard
Frisco, TX 75034-1851

You may also send email to techpubs@eadstelecom-na.com.

What to Expect when Contacting Company

Technical Publications will email responses to customers within seven business days of the contact. Note that product support is not available through this email address. For product support, contact the EADS TELECOM North America Customer Service Center (CSC) at 1-800-729-1872. EADS TELECOM North America may use or distribute review comments and information without incurring obligation.

Trademarks and Acknowledgements

Product registered trademarks and copyrights of the products included in this publication include:

PointSpan[®], Centergy[®], and Automatic Call Distribution (ACD)[®] as registered trademarks of EADS TELECOM North America Inc.

This document identifies all other products or services mentioned herein by the trademarks, service marks, or product names designated by the companies that market those products. The companies producing these trademarks and registered trademarks control ownership of them. Make all inquiries concerning such trademarks directly to those companies.

Revision History

The following represents the revision history of this document:

Revision Number	Date Completed	Point of Contact	Description
003	08.11.2004	EADS TELECOM North America - Technical Publications	Removed Analog Option Board Reference
002	04.28.2004	EADS TELECOM North America - Technical Publications	Update to reflect product modifications and North American marketing information.
001	08.08.2003	EADS TELECOM North America - Technical Publications	Initial release of this publication.

Table of Contents

About This Publication	xv
Audience	xv
Publication Organization	xv
Conventions Used In This Publication	xv
References.....	xvi
Chapter 1 Basic Information.....	1
ITE-780 Description	1
Using the ITE-780	2
ITE-780	3
Expansion Module Accessory for the ITE-780.....	4
Recommendations and Safety.....	4
Connections	4
Environment	4
"CE" Marking.....	4
Maintenance	4
ITE-780 Connections	5
ITE-780 Screen	6
Key Description	7
The Navigator.....	7
Navigator Keys.....	7
Other Keys.....	7
Touch Screen Icons.....	8
Alert Icon	9
Alphabetic Keypad Screen.....	10
The Main Alphabetic Keypad	10
Lower Case and Special Characters	10
Icons and Lamps	11

Icon Lamps for Feature Keys	11
Other Lamps	11
Message Lamp	12
Ring Types	12
System Tones	13
System Voice Prompts	13
Calculator	14
Access the Calculator	14
Memo	14
Create a Memo	15
Modify a Memo	15
Delete a Memo	15
Place a Call	16
Get Dial Tone	16
Place an Internal Call	16
Place an External Call	16
Dial by Name from the Personal Directory	16
Dial by Name from the System Directory	17
Dial with Abbreviated Dial	17
Dial with Auto Dial	17
Dial with Redial	17
Dial with the Incoming Calls Log	17
Answer a Call	17
End a Call	17
Chapter 2 Phone Settings	19
Volume Settings and Ring Settings	19
Access the Setting Adjustment Screen	19
Adjust the Key Beep Volume	19
Change Ring Melody and Adjust Ring Melody Volume	20
Adjust the Handset Volume	21

Adjust the Speaker Volume.....	22
Adjust Headset Volume.....	22
Adjust Keypad Type.....	23
Direct Call	23
Screen Adjustments	23
Screen Adjustment Screen.....	24
Access the Screen Adjustment Feature	24
Change the Screen Standby Time Setting	24
Adjust the Screen Contrast.....	25
Calibrate the Screen	25
Clean the Touch Screen.....	26
Listening Volume	26
Feature Keys	27
Label the Keys.....	27
Chapter 3 Modes of Operation.....	29
Speaker.....	29
Activate the Speaker.....	29
Deactivate the Speaker	29
Mute.....	30
Activate and Deactivate the Mute Feature	30
Hands Free Auto-Answer	30
Activate Hands Free Auto-Answer	31
Deactivate Hands Free Auto-Answer.....	31
Answer a Call with Hands Free Auto-Answer Activated	32
End a Call with Hands Free Auto-Answer Activated	32
Chapter 4 Features.....	33
Abbreviated Dial.....	33
Abbreviated Dial Methods	33
Program an Abbreviated Dial Number.....	33

Other Softkeys Used with Abbreviated Dial	35
Modify an Abbreviated Dial Number	35
Use the Directory Key to dial an Abbreviated Dial Number	35
Use the Abbreviated Dial Feature Key.....	36
Display Abbreviated Dial Numbers	36
Answer/Release	37
Use the Answer Release Key	37
Auto Dial.....	38
Program an Auto Dial Key	38
Other Softkeys Used with Auto Dial.....	39
Modify an Auto Dial Number	39
Use an Auto Dial Number	39
Display an Auto Dial Number.....	40
Busy Override.....	40
Override a Busy Extension.....	41
Buzz/Status	41
Place a Buzz Call to a Status User	42
Answer a Buzz Call from a Status User	42
Place a Status Call to a Buzz User	43
Answer a Call from a Buzz User.....	43
Callback	43
Place a Callback on a Busy Extension	44
Answer a Returned Callback.....	45
Return a Callback	45
Display a Callback	46
Display and Cancel a Callback.....	46
Call Forward	47
Program Call Forward.....	47
Turn Off Call Forward using Softkeys.....	48

Other Softkeys Used with Call Forward	49
Set up Call Forward with the Feature Key	49
Turn Off Call Forward with the Feature Key	50
Call Mark	50
Mark a Call	50
Call Park	50
Park a Call	51
Pick Up a Parked Call from Any Phone in the System	51
Call Pickup.....	52
Pick up a Call as Member of a Call Pickup Group.....	52
Pick up a Call by Dialing the Extension Number.....	52
Call Waiting.....	53
Accept a Call Waiting	54
Alternate Between Calls	55
Return to the Holding Party when One Party Hangs Up.....	55
Cancel	55
Use Cancel.....	56
Conference	56
Conference up to Seven Parties.....	56
Leave the Conference and Return	57
Leave the Conference Permanently	58
Data Calls.....	58
Use Data Features.....	58
Do Not Disturb.....	59
Activate Do Not Disturb.....	59
Deactivate Do Not Disturb	59
Event Timer Display	59
Use the Event Timer.....	60
Group Listen	60

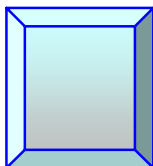
Add Group Listen Parties to a Conference	60
Rejoin the Conference	61
Hold	62
Place a Call on Hold	62
Retrieve a Party on Hold	63
Place a Call when a Party is On Hold and Alternate Between Calls	63
Toggle between Held Calls	63
Hotline Conference	64
Initiate a Hotline Conference Call	64
Accept a Hotline Conference Call	64
Hotline	65
Use Hotline	65
Intercom	65
Place an Intercom Call	66
Answer an Intercom Call	66
Meet-Me Conference	66
Enter a Meet-Me Conference	67
Leave a Meet-Me Conference	67
Lock and Unlock a Meet-Me Conference	67
Accept a Call Waiting During a Meet-Me Conference	68
Transfer an Outside Call to a Meet-Me Conference	68
Privacy Release	69
Use Privacy Release	69
Cancel Privacy Release	70
Queue for External Lines	70
Use Callback Queuing	70
Receive an Automatic Callback	71
Cancel the Callback	71
Use Online Queuing	72

Redial	72
Use the Redial Softkey	72
Use the Green Key and the Outgoing Calls Log	72
Use the Last Number Redial Feature Key	73
Display the Redial Number	73
Display using the Outgoing Calls Log	74
Transfer	74
Initiate an Announced Transfer	74
Initiate an Unannounced Transfer	75
Return to the Transferred Party	75
Return to Transferred Party after Connection to Voice Mail	75
Voice Mail	76
Message Lamp Status	76
Access Voice Mail	76
Retrieve a Message from another Phone or Outside Location	77
Chapter 5 Directories and Logs	79
Directories and Logs	79
Private Directory	79
Private Directory Screen	80
Screen Icons used with the Private Directory	80
Access the Private Directory	81
Create a List in the Private Directory	81
Create a Record in a Private Directory List	83
Search for a Record in a Private Directory List	84
Search by Name in the Private Directory	84
Modify a Record in the Private Directory	85
Delete a Record in the Private Directory	86
Modify a Private Directory List	86
Delete a Private Directory List	87

Place a Call from the Private Directory.....	87
Delete All Records from the Private Directory	88
Information Directory	89
Information Directory Screen.....	89
View the Information Directory	89
Access the Information Directory	90
Add Personal Numbers.....	90
Enter the Welcome Message	91
Modify or Delete Information	91
Incoming Calls Log	92
Incoming Calls Log Screen	93
Message Lamp Status.....	93
Log Icon on Screen	93
Call Record Display	93
Access the Incoming Calls Log.....	94
Place a Call from the Incoming Calls Log	94
View the Private Directory from the Incoming Calls Log	95
Store a Record into the Private Directory.....	96
Delete an Incoming Calls Log Record	96
Outgoing Calls (LNR) Log	97
Outgoing Calls Log Screen	97
View the Outgoing Calls Log.....	98
Place a Call from the Outgoing Calls Log.....	98
View the Private Directory from the Outgoing Calls Log.....	98
Store a Record into the Private Directory.....	99
Delete a Record from the Outgoing Calls Log	100
System Name/Number Directory.....	100
Dial a Party from the System Name/Number Directory	101
Chapter 6 Feature Codes	103

Feature Codes	103
Numeric Feature Codes	104
Chapter 7 Telephone Tests	105
Telephone Tests	105
Basic Procedures	105
Basic Telephone Self-Test.....	105
Key Lamps Test	106
Informational Tests	107
System Tone Tests	108
Appendix I Glossary.....	111
Glossary	111
Appendix II Troubleshooting	115
Troubleshooting	115





About This Publication

The ITE-780 User Guide describes the phone and its primary functions.

Audience

Any user of the ITE-780 telephone should reference this publication.

Publication Organization





This publication contains the following chapters.

Chapter	Topic	Description
Chapter 1	Basic Information	Provides basic information for the ITE-780
Chapter 2	Phone Settings	Provides procedures for the phone settings
Chapter 3	Modes of Operation	Provides procedures for modes of phone operation
Chapter 4	Features	Provides procedures for the features
Chapter 5	Directories and Logs	Provides information about the phone directories and logs and the System Name/Number directory
Chapter 6	Feature Codes	Defines the feature codes
Chapter 7	Telephone Tests	Provides procedures for testing phones

Conventions Used In This Publication

This manual uses the following document conventions to help you identify different types of information.

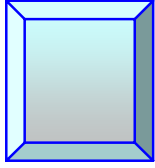
Convention	Description	Example
Angle brackets < >	Key names Keys to press	Press <Enter> to accept the default value.
Bold text	Characters to enter when referenced in a procedure	In the example, select the DTMF group type.
<i>(Italics)</i>	Explanatory text within a command sample and Chapter Title Designations	<i>(Building Ports)</i>
Courier	Example of output that a system displays	Enter Password (and Username)

Convention	Description	Example
Horizontal Ellipses	Horizontal line omissions in a command sequence	. . .
Vertical Ellipses	Vertical line omissions in a command sequence
Note	Provides supplemental information.	Note The prompt may not display if ...
 Caution!	Provides information to help you avoid possible damage to hardware or a system crash (without data loss).	 Caution! Use case sensitive commands to keep from destroying...
 Warning!	Provides information to ensure that you avoid danger, death, or permanent damage to a system.	 Warning! DO NOT touch exposed wires.
Action column	In a step/action/result table, contains an instruction.	Type SPAR .
Result column	In a step/action/result table, contains anything important that the action causes to happen.	The console displays the new parameter values.

References

The following publications provide related information.

Publication Number	Title	Description
2567-xxx	ITE-780 Quick Reference	Abbreviated version of the ITE-780 User Guide.



Chapter 1

Basic Information

ITE-780 Description

The ITE-780 digital phone gives you access to all services and features available on the PointSpan 6880 Series PBXs and additional features that are unique to the phone itself.




The following are some of the features of the ITE-780 phone.

Feature	Description
Touch Screen Display	Provides access to the following using a separate stylus to point to items on the screen: <ul style="list-style-type: none"> • Caller ID • Feature keys • Private Directory • Incoming Calls Log • Alphabetic and Numeric Keypads • Phone configuration • Key labeling • Calculator • Memo • Phone Lock
5 Softkeys	Provide access to a menu of specific functions that change according to the state of the phone.
60 Feature Keys	Provide access to features, auto dial numbers, etc.
Icon Lamps for the Feature Keys	Show the status of the feature, such as: <ul style="list-style-type: none"> • Incoming call • Call waiting • Call connected or feature activated • Line free or feature deactivated
Navigator Keys	Provide access to call handling and phone administrative functions
Private Directory	Provides a personal directory of 200 numbers that can be categorized into 9 different lists
Incoming Calls Log	Provides recorded details of the last 50 incoming calls to the phone
Outgoing Calls Log	Provides recorded details of the last 10 numbers dialed from the phone

Feature	Description
Hands-Free Operation	Allows the user to place or receive a call without lifting the handset
Speaker	Allows the conversation to take place over a speaker
Mute	Turns off the microphone so that the other party cannot hear the conversation

Using the ITE-780

The following are things to remember when using the ITE-780 phone:

- The features on your ITE-780 phone are selected for your specific needs. Some features described in this guide may not be available to you on your phone. If you have any questions about the features on your phone, contact your system administrator.
- If your feature keys are not labeled, contact your system administrator.
- On a phone with more than one extension, press the button on the extension that you want to use *before* lifting your handset or pressing the speaker button.
- The  Red key will terminate or abort any process or function.
- You can initiate a call with the  Speaker key, but you cannot hang up a call using the Speaker key. The  Red key must be used to disconnect a call.
- You can use your phone to make voice and data calls at the same time.
- When talking on an extension that is shared by others, your phone conversation remains private and cannot be interrupted by anyone else unless the Privacy Release feature is used.
- If you hear a fast busy tone when attempting to use a feature, it usually indicates that the feature cannot be used on your phone.

ITE-780



Expansion Module Accessory for the ITE-780

The M710 Button Expansion Module is an accessory that adds 20 feature keys to the ITE-780 telephone. With the M710 attached, a user can access these 20 lines or features either on the ITE-780 touch screen virtual keys or from the M710 buttons.

The ITE-780 can accommodate up to three M710 modules, providing 60 total keys. In this configuration, the first module duplicates virtual buttons 1 through 20. A second duplicates virtual buttons 21 through 40, and a third duplicates virtual buttons 41 through 60.

Recommendations and Safety

Connections

The ITE-780 telephone cannot be connected to the public network. It is designed for the PointSpan M6880 Series PBX.

Environment

The ITE-780 must be operated at temperatures between 42°F and 113°F. Do not install the phone in a damp room or near a water source.

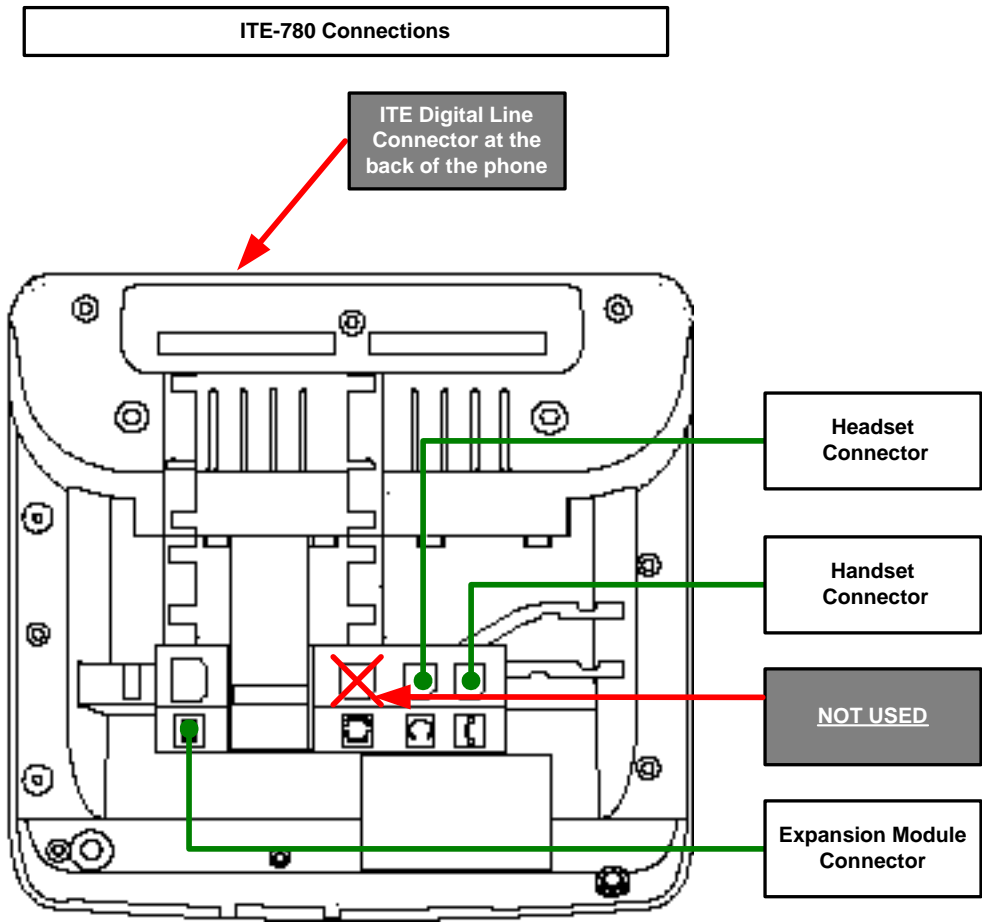
"CE" Marking

This marking on the bottom of the phone certifies the conformity of the equipment with the regulations that apply in accordance with the directive R & TTE 1999/5/EC.

Maintenance

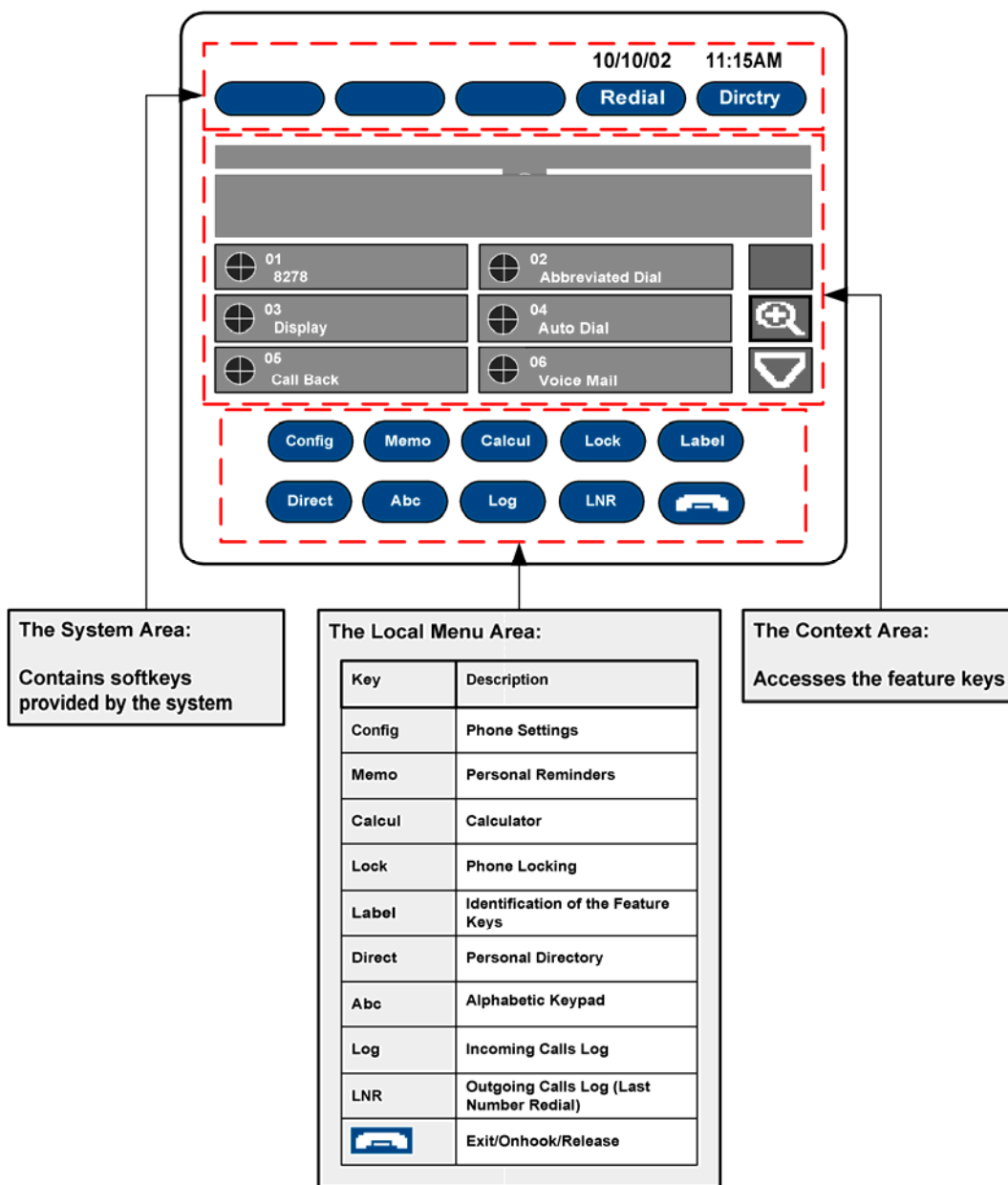
The ITE-780 telephone will retain its new appearance if you do not use any solvents or household cleaning products. Use a cloth dampened in slightly soapy water, and then wipe with a dry cloth.

ITE-780 Connections



ITE-780 Screen


The ITE 780 touch screen provides information and quick access to the displayed functions. A stylus is provided with the phone to use as a pointer for the screen.








Key Description

The Navigator







The Navigator allows you to scroll through the different menus that make up a selection.


Navigator	Description
	The Navigator is made up of four direction keys and one central key.

Navigator Keys


















Key Symbol	Description
 And 	Used to display a selection or a record in a directory
 And 	Used to display additional information about a record or carries out a setting
	Used to confirm a choice, a setting, or a record in a directory











Other Keys

Key Symbol	Key	Description
	Green Key	<ul style="list-style-type: none"> Answers an incoming call if phone is on hook Calls a number displayed in a directory of log Displays and calls back the last number dialed
	Red Key	<ul style="list-style-type: none"> Disconnects ringing during an incoming call Ends a call Cancels a programming setting or ends a programming sequence
	Directory Key	<ul style="list-style-type: none"> Accesses the Abbreviated Dial feature
	Program Key	<ul style="list-style-type: none"> Accesses ring and contrast settings Accesses directory and log management Accesses programming for numbers and features
	Speaker Key	<ul style="list-style-type: none"> Enables the speaker mode
	Mute Key	<ul style="list-style-type: none"> Cuts off the microphone in the handset, headset, or speaker so that you can talk without the caller hearing you


Key Symbol	Key	Description
	"R" Key	<ul style="list-style-type: none"> Functions as a Hold key during a call Accesses the voice mail system when the phone is onhook

Touch Screen Icons

Icon	Name	Description
	Same as the Red key on the Navigator	<ul style="list-style-type: none"> Disconnects ringing during an incoming call Ends a call Cancels a programming setting or ends a programming sequence
	Configuration	Accesses volume settings and ring settings and other phone settings
	Memo	Accesses the memo function
	Calculator	Accesses the calculator function
	Lock	Accesses the locking function of the phone
	Label	Accesses the key labeling function
	Direct	Accesses the Private directory
	ABC	Accesses the alphabetic keypad screen
	Log	Accesses the Incoming Calls log
	LNR	Accesses the Outgoing (LNR-Last Number Redial) Calls log
	Expand	Expands the key display from 6 keys to 12 keys
	Contract	Contracts the key display from 12 keys to 6 keys
	Alert	Provides fast access to the last key that went active and has a flashing lamp
	Home	Returns to the main screen display
	Ringer Off	Indicates that the ringer has been completely turned off
	Call	Calls the party that is displayed on the screen
	Create New Record	Creates a new record in the Private directory

Icon	Name	Description
	Create/Modify List	Creates or modifies a list
	Search	Searches for a record
	Delete	Deletes a record in a directory or log
	Abc	Accesses the alphabetic keypad screen
	Backspace	Backspaces over characters in the alphabetic screen
	Forward	Go forward to the next display
	Go Backward	Goes back to the previous display
	Return	Returns to the main log display
	Go Forward	Displays accented characters on the alphabetic keypad
	Go Backward	Goes back to the main alphabetic keypad display

Alert Icon

Because the screen cannot show the status of all of the 60 keys at one time, the Alert Icon  allows you to go directly to the last feature key that was activated and that had a flashing lamp, such as a voice mail key. If the key is already displayed on the screen, this icon will not appear. You can press on it one time to go directly to the key, and then it disappears.

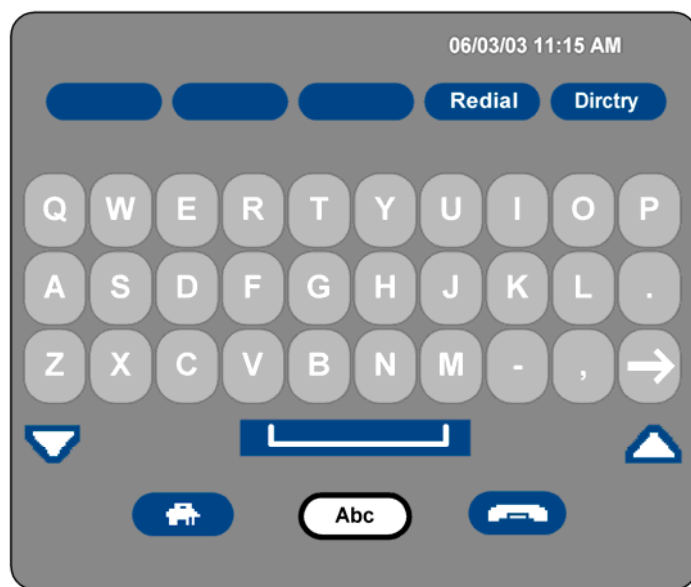
Note

In most cases, the last lamp that is flashing will be the voice mail key; however other features can also be activated that use a flashing lamp and could cause this icon to appear.

Alphabetic Keypad Screen







The alphabetic keypad screen allows you to search the directories before calling a party, initiate calls by name, enter text for messages, and write memos. It is a standard QWERTY keypad with upper case display as the default.




The Main Alphabetic Keypad



Lower Case and Special Characters

Use the table below as a guide to accessing lower case and special characters.





Icons	Description
 And 	Accesses lower case characters and special characters
	Displays accented characters
	Enters a space
 On Navigator	Places the cursor on the previous character where a character can be inserted
 On Navigator	Places the cursor on the next character where a character can be inserted

Icons	Description
	Deletes the character at the left of the cursor Note This icon appears only after the first character is entered
	Deletes an entire entry Note This icon appears only after the first entry
 On screen or Navigator	Confirms an entry

Icons and Lamps



Icon Lamps for Feature Keys



The icon lamps next to the feature keys are used to indicate the current status of the feature on that key. The following table describes the symbols that are used in this guide for the key icon lamps.

Lamp	Description
	Off
	Blink
	Flash
	On


Other Lamps





The following table describes the symbols that are used in this guide for the Speaker and Mute key lamps.

Lamp	Description
	OFF
	Blink

Lamp	Description
	Flash
	ON

Message Lamp

The Message lamp is located on the right side of the phone just above the Red . The following table describes the symbols that are used in this guide for the Message lamp.

Lamp	Status	Description
	On	There is at least one new message in your voice mailbox
	Off	There are no new messages in your mailbox
	Blink	There are no new messages in your mailbox, but there is a new call in the Incoming Calls log
	Flash	There is a message in your mailbox, and a new call in the incoming calls log












Ring Types

There are three ring types.

Ring Type	Description
One-ring pattern	Internal Call
Two-ring pattern	External Call
Three-ring pattern	System Call as in a Callback


System Tones





The following tones are heard on a PointSpan 6880 Series system.

Sound	Tone	Description
 Low-Pitched Tone	Dial Tone	You can begin dialing
 High-Pitched Tone	Outside Dial Tone	You have dialed the access code for an outside call (usually a 9)
 Medium-Pitched Tone	Modem Tone	You can make a data call
 BuzzBuzz	Busy	The number that you dialed is busy
 BuzBuzBuzBuz	Fast Busy	Your action is not accepted by the system
 1 Beep	Input Prompt Tone	The system is waiting for your input
 2 Beeps	Confirmation Tone	The system has confirmed your action
 1 Short Ring	Internal Call Waiting Tone	You are receiving an internal call during a phone conversation
 Short Ring+Beep	External Call Waiting Tone	You are receiving an external call during a phone conversation
 Long Ring+Beep	Waiting Caller Tone	You have called an extension that is busy
 Long Beep	Warning Tone	Another party is joining (as in a conference)

System Voice Prompts

The following voice prompts can be heard on a PointSpan 6880 Series system.


Voice Prompt	Description
 "Park number ____"	You have parked a call. This number must be dialed to retrieve the call

Voice Prompt	Description
 "Extension ____ is not in service"	You have dialed a non-working number
 "Invalid, Invalid"	You have dialed incorrectly
 "Depress CALLBACK to queue call"	All outgoing lines are busy. You may queue the call and hang up.
 "All lines busy, please hold"	All outgoing lines are busy. Your call is queued automatically and you may stay on the line.

Calculator

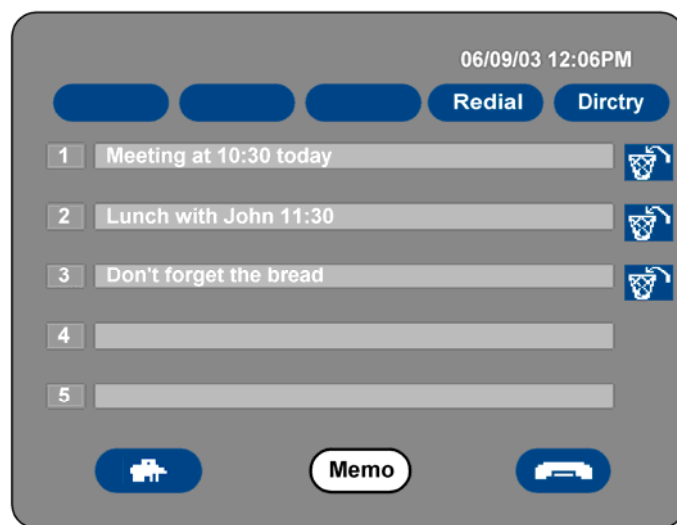
The Calculator feature allows you to access a calculator functions as a calculator. It is also a EUROS converter.

Access the Calculator



Step	Action	Result
1.	Press 	The calculator screen opens

Memo






The Memo feature allows you to store and display short messages at any time.





Create a Memo

Step	Action	Result
1.	Press 	
2.	Press Press the stylus in the area where the first character will go in one of the memo spaces	The alphabetic keypad displays
3.	Enter The text of the memo (34-character maximum)	
4.	Press 	The memo is stored

Modify a Memo







Step	Action	Result
1.	Press Press the stylus inside the memo that you want to modify	The alphabetic keypad is opened The cursor is on the character where the stylus was pressed
2.	Press  To backspace Press  Or  To insert Press  To delete	
3.	Press 	The memo is modified

Delete a Memo

Step	Action	Result
1.	Press 	
2.	Press 	The memo is deleted

Place a Call


Get Dial Tone

Step	Action	Result
1.	 Lift the handset <hr/> Or <hr/> Press 	  <hr/>  Extension lamp ON <hr/>  SPKR lamp ON if Speaker is used

Place an Internal Call

Note





- If you have more than one extension on your phone, press the extension key that you want to use before lifting the handset or pressing the Speaker key.
- If dial tone changes to a fast busy tone and then silence, you have waited too long before dialing. You must hang up and try again.

Step	Action	Result
1.	 Dial the extension number	The call is placed

Place an External Call

Note

Your system administrator will provide you with dialing codes and calling limitations.

Step	Action	Result
1.	 Dial the outside access number (usually a 9)	 
2.	 Dial the external number	The call is placed

Dial by Name from the Personal Directory

See *Private Directory*.

Dial by Name from the System Directory

See *System Name/Number Directory*.

Dial with Abbreviated Dial

See *Abbreviated Dial*.

Dial with Auto Dial

See *Auto Dial*.

Dial with Redial



See *Redial* and *Outgoing Calls Log*.

Dial with the Incoming Calls Log


See *Incoming Calls Log*.



Answer a Call**Condition:**

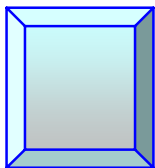
There is a call ringing in at your extension

Step	Action	Result
1.	 Lift the handset	The call is answered
	<i>Or</i>	
	Press 	

End a Call**Note**

Pressing the  Speaker key **does not** disconnect a call.

Step	Action	Result
1.	<div>  Hang up the handset </div> <hr/> <div> <i>Or</i> </div> <hr/> <div> Press  </div>	The call is disconnected



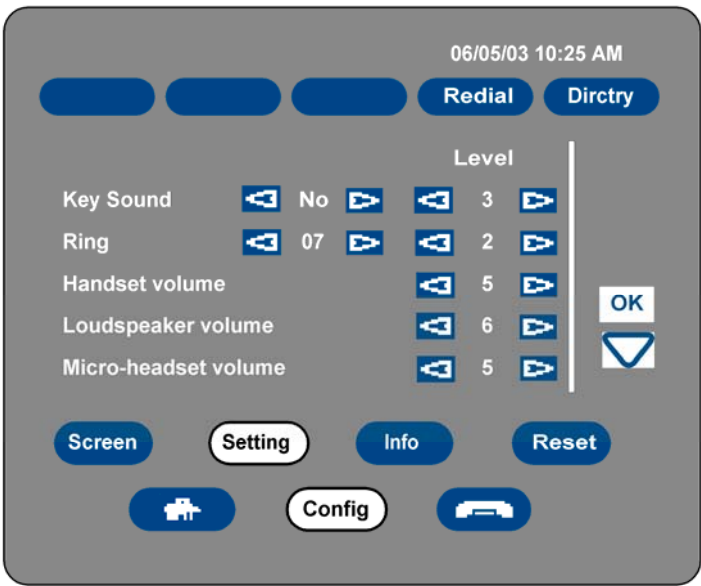
Chapter 2

Phone Settings



Volume Settings and Ring Settings

You can make the following adjustments to your phone:

- Key beep volume level
- Ring melody and corresponding volume levels
- Handset, speaker, and headset volume








Access the Setting Adjustment Screen

Condition:  The phone is idle and onhook		
Step	Action	Result
1.	Press 	The Setting screen opens by default








Adjust the Key Beep Volume


You hear a beep each time a key is pressed. The volume of this beep can be adjusted to 8 different levels, or it can be *deactivated* completely.

Step	Action	Result
1.	Go to Key Sound	
2.	Press  Or 	The key beep sound is turned <i>on</i> or <i>completely off</i>
3.	Go to Level	
4.	Press  Or 	 Adjusted key beep sound
5.	Stop when you have reached the desired level	
6.	Press OK On the screen or the Navigator <hr/> <i>Or</i> Go to ring melody and volume settings	Setting is saved on OK

Change Ring Melody and Adjust Ring Melody Volume

You can choose from 16 different melody types for the ring, and you can adjust the volume of the ring up to 8 levels.



Step	Action	Result
1.	Go to Ring	The display shows the current ring <i>melody number</i>
2.	Press  Or 	 Hear a different ring melody each time you press a button
3.	Stop when you have reached the desired ring melody	
4.	Go to Level	The display shows the selected volume level
5.	Press  Or 	 Hear a different volume level each time you press a button
6.	Stop when you have reached the desired volume	 Continue to hear the melody played at the desired volume





Step	Action	Result
7.	Press 	The melody stops playing and characteristics are saved
	On the screen or the Navigator	
	<i>Or</i> Go to the handset volume setting	

Adjust the Handset Volume

The handset volume can be adjusted to 8 different levels.

Note



You can also adjust the handset volume *during a call* by using the  and  key of the Navigator.



Step	Action	Result
1.	Go to 	
2.	Press  Or 	The display shows the selected volume level
3.	Press 	The handset volume is saved
	On the screen or the Navigator	
	<i>Or</i> Go to the speaker volume setting	

Adjust the Speaker Volume

The speaker volume can be adjusted to 8 different levels.

Note

You can also adjust the speaker volume *during a call* by using the  or  key of the Navigator.




Step	Action	Result
1.	Go to Loudspeaker Volume	
2.	Press  Or 	The display shows the selected volume level
3.	Press OK On the screen or the Navigator	The speaker volume is saved
	<i>Or</i> Go to the headset volume setting	

Adjust Headset Volume

The speaker volume can be adjusted to 8 different levels.

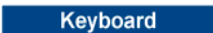



Note

You can also adjust the headset volume **during a call** by using the  or  key of the Navigator.

Step	Action	Result
1.	Go to Microheadset Volume	
2.	Press  Or 	The display shows the selected volume level
3.	Press OK On the screen or the Navigator	The speaker volume is saved
	<i>Or</i> Press  To go the keyboard setting on the next screen	





Adjust Keypad Type

The alphabetic keypad associated with the phone can be changed from QWERTY or AZERTY.

Step	Action	Result
1.	Go to 	
2.	Press  Or 	The keyboard type is adjusted
3.	Press 	The keyboard type is adjusted
	On the screen or the Navigator	
	<i>Or</i>	
	Go to the direct call setting	

Direct Call

This setting allows you to choose an internal or external directory when you make a call using the alphabetic keypad to do a name search. On the ITE-780 this setting is not necessary as both internal and external lists default to the System directory.

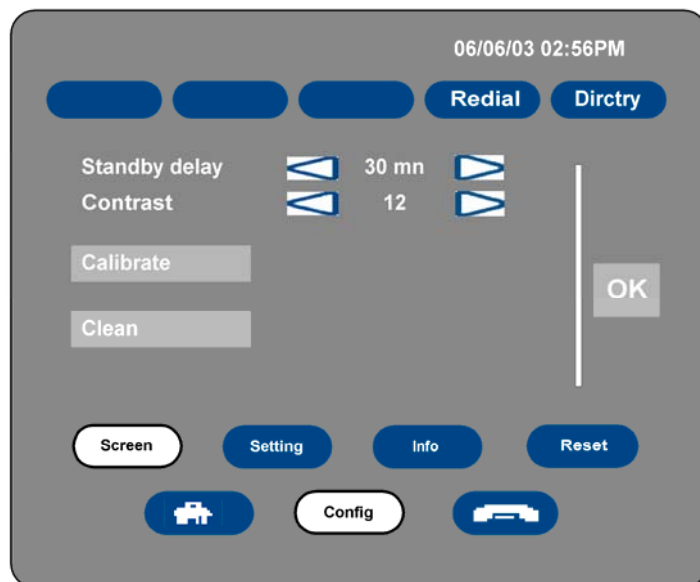
Step	Action	Result
1.	Go to 	
2.	Press  Or 	The list is selected
3.	Press 	All settings are stored
	On the screen or the Navigator	

Screen Adjustments

You can make these adjustments to your screen:

- Screen standby time setting
- Screen contrast
- Calibrate the command pointer (stylus)
- Clean the screen

Screen Adjustment Screen



Access the Screen Adjustment Feature

Condition:




The phone is on hook and is idle.

Step	Action	Result
1.	Press	
2.	Press	The screen setting screen is displayed

Change the Screen Standby Time Setting

You can choose the length of time before the screen goes into standby mode. The settings are in 15-minute increments, up to one hour.

Step	Action	Result
1.	Go to	
2.	Press Or	The display shows the selected setting





Step	Action	Result
3.	Press 	The standby delay is saved
	On the screen or the Navigator	
	<i>Or</i> Go to the next setting	

Adjust the Screen Contrast

You can choose one of 16 contrast levels.


Note

When the phone is *idle*, you can also use the  or  keys on the Navigator to change the screen contrast.

Step	Action	Result
1.	Go to 	
2.	Press  Or 	The display will reflect the contrast level
3.	Press 	The display will reflect the contrast level
	On the screen or the Navigator	
	<i>Or</i> Go to the next setting	



Calibrate the Screen

For optimal use of the touch screen, you should calibrate the screen.

Step	Action	Result
1.	Press 	The screen displays a cross in the top left corner and prompts you to proceed with calibration
2.	Press on the center of the cross with the command pointer	The screen will display a cross in the bottom right corner
3.	Press on the center of the cross again with the command pointer	The screen calibration is complete

Clean the Touch Screen

Before you start to clean the screen, you must *deactivate* the screen.

Step	Action	Result
1.	Press 	The display confirms the deactivation of the touch screen
2.	Use a cloth dampened with slightly soapy water, then wipe with a dry cloth. <hr/> <div> Note To keep the screen in good condition, <i>do NOT use solvents or cleaning products.</i> </div>	
3.	Press  On the Navigator	The cleaning is ended <hr/> You are returned to the main display screen

Listening Volume



You can adjust the listening volume for the handset, speaker, and headset to one of 8 different volume levels while you are on a call. See also *Volume Settings and Ring Settings*.

Note

In *Headset* mode, the volume is *returned to mid-level* for the next call.

Condition:


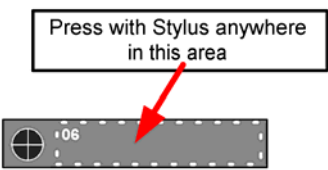


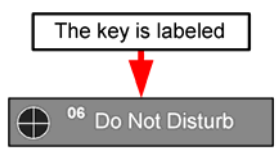
You are on a call.

Step	Action	Result
1.	Press  Or 	<p>The conversation volume is increased or decreased accordingly</p> <hr/> <p>The last volume setting is stored by the phone</p>

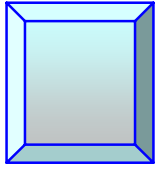
Feature Keys

The ITE-780 provides 60 feature keys that are assigned to features and numbers chosen for you by the system administrator. Your phone should come to you with the keys already labeled. If they are not, contact your system administrator for a list of keys and follow the procedure below for each key.

Label the Keys

Step	Action	Result
1.	Press 	The display prompts you to press a key
2.		The alphabetic keypad screen opens
3.	 Enter the label text	
4.	Press 	





Chapter 3

Modes of Operation

Speaker






The Speaker key allows you to converse using the Speaker. Others can also participate in the conversation.

Activate the Speaker

Condition:



You are on a call and are using the handset



Step	Action	Result
1.	Press 	 The Speaker lamp is flashing for 6 seconds
2.	 Hang up the handset <i>within 6 seconds</i>  Caution! <ul style="list-style-type: none"> If you do not hang up the handset while the lamp is blinking, the call will continue in the handset mode and the Speaker lamp will be on steady If you hang up while the Speaker lamp is on steady, the call will disconnect 	 The Speaker lamp goes on steady The conversation is heard through the Speaker

Deactivate the Speaker

Condition:



The conversation is through the Speaker.

Step	Action	Result
1.	 Lift the handset	<div>  The Speaker lamp is off </div> <hr/> <div> You are now conversing using the handset </div>






Mute

The Mute key allows you to listen to a phone conversation while preventing others on the call from hearing you and can be used with the speaker, the handset, or a headset.

Note

The Mute key can also be used to monitor the line when you are put on hold.

Activate and Deactivate the Mute Feature

Condition:  You are on a call		
Step	Action	Result
1.	Press 	<div>  The Mute lamp is on </div> <hr/> <div> Your voice will not be picked up by the microphone </div>
2.	Press 	<div>  The Mute lamp is off </div> <hr/> <div> You are able to verbally participate in the call </div>

Hands Free Auto-Answer

The Hands Free Auto-Answer (HFA) feature automatically connects to incoming calls without any intervention from the user and turns off automatically when the caller hangs up. This feature can be used with a headset.


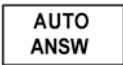








Additional Information:

- Only an extension or intercom line can be used with HFA.
- A fast busy tone indicates that the HFA feature cannot be activated. See your system administrator.

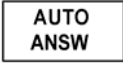






When the HFA feature is activated, the phone should not be left unattended without first deactivating HFA. This prevents a call from being answered while there is no one at the phone to talk to the caller.

Activate Hands Free Auto-Answer

Condition:		
 The phone is onhook		
Step	Action	Result
1.	Press 	 2-Beep confirmation tone <hr/>  HFA lamp ON <hr/>  Speaker lamp ON <hr/>   <hr/> The feature is activated
2.	Press 	 Silence <hr/>  Speaker Lamp OFF <hr/> You are ready for the next call

Deactivate Hands Free Auto-Answer

Step	Action	Result
1.	Press 	 HFA lamp OFF <hr/>   <hr/>  Speaker lamp OFF <hr/> The feature is deactivated




Answer a Call with Hands Free Auto-Answer Activated

Conditions:





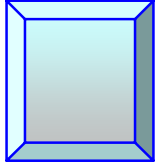
The handset remains *onhook*

HFA is already activated

Step	Action	Result
1.	 Ring and/or warning tone in headset	<p>The call is automatically answered</p> <hr/> <div>  HFA lamp flashing when calling party is on the line </div> <hr/> <div>  Speaker lamp ON </div>
2.	Talk to the calling party	

End a Call with Hands Free Auto-Answer Activated

Step	Action	Result
1.	The caller hangs up	<div>  HFA lamp OFF </div>
2.	Press 	The call is terminated



Chapter 4




Features

Abbreviated Dial

The Abbreviated Dial feature allows you to store frequently called internal and external numbers of **up to 28 digits**, and dial them automatically by using a one or two digit code. All extensions are automatically allowed a list of 10 abbreviated dial numbers or optionally allowed a list of 100 Abbreviated Dial numbers. The following procedures assume that you have 10-number Abbreviated Dial.

Abbreviated Dial Methods

There are two ways to access the Abbreviated Dial feature.

Key	Description
 +  Abbrev.	The Directory and the Abbreviated Dial softkey
	The Abbreviated Dial feature key

Note







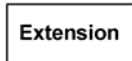
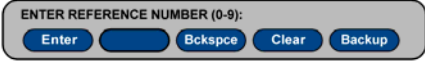

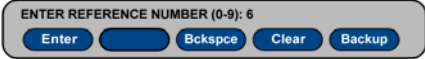










- If you have more than one line on your phone, you must store the abbreviated dial number on each line from which it will be accessed.
- Stored numbers must contain the complete phone number including any access number that is used to connect to an outside line (usually a 9). When you dial the access number, you will hear outside dial tone before you input the number.
- The star symbol (*) can be inserted into long distance numbers as a dial pause symbol. A dial pause is the time spent waiting for dial tone or a computer tone. The pause time is stored by using the (*) symbol, which is a system setting and may be set for one to seven seconds. Each star (*) counts as one digit of the total 28 digits.
- A stored number cannot be erased, but you can remove or change a number by storing a new number over it.

Program an Abbreviated Dial Number

Condition:



The phone is on hook

Step	Action	Result
1.	Press 	The display alternates between:  <i>and</i> 
2.	Press 	If you have more than one extension on your phone, the display alternates between:  <i>and</i> 
3.	Press 	
4.	 Dial the Abbreviated Dial <i>reference number</i> (0-9)	
5.	Press 	
6.	 Dial the Abbreviated Dial <i>number</i> including all access codes	
7.	Press 	The Abbreviated Dial number is saved <hr/>  <i>Or</i> <hr/> 
8.	Press  <i>Or</i> Press  + 	Exits the programming function







Other Softkeys Used with Abbreviated Dial

Key	Description
<div>Backup</div> <div>Softkey</div>	Cancels the current input and allows you to keep the prior setting
<div>Bckspce</div> <div>Softkey</div>	Erases the last digit displayed and repositions the cursor
<div>Clear</div> <div>Softkey</div>	Erases all digits and allows you to reenter the number
<div>Exit</div> <div>Softkey</div>	Exits the programming function



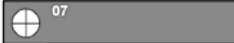



Modify an Abbreviated Dial Number

Use the same procedure above to modify Abbreviated Dial numbers.

Use the Directory Key to dial an Abbreviated Dial Number

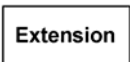



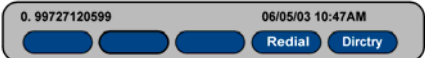
Step	Action	Result
1.	<p>If you have more than one line:</p> <p>Press <div>Extension</div> + </p> <p>If you have only one line:</p> <p>Press  Only</p>	
2.	Press <div>Abbrev.</div> <div>Softkey</div>	<div>  <div>Extension lamp ON</div> </div> <hr/> <div>  <div>DIAL TONE</div> </div>
3.	 Dial the abbreviated dial <i>reference number</i> (0-9)	The number is automatically dialed





Use the Abbreviated Dial Feature Key

Step	Action	Result
1.	<p>If you have more than one line:</p> <p>Press </p> <p>Before using the Abbrev Dial key</p> <p>If you have only one line:</p> <p>Go directly to Step 2</p>	
2.	Press 	 Extension lamp ON 
3.	 Dial the abbreviated dial <i>reference number</i> (0-9)	 Abbreviated Dial lamp remains OFF <hr/> <p>The number is automatically dialed</p>

Display Abbreviated Dial Numbers

The Display feature key is used to display your Abbreviated Dial numbers.

Step	Action	Result
1.	<p>If you have more than one line:</p> <p>Press </p> <p>If you have only one line:</p> <p>Go directly to Step 2</p>	
2.	Press 	 Display lamp ON
3.	Press 	<p>The first Abbreviated Dial number is displayed:</p> 

Step	Action	Result
4.	Press  Repeatedly	The Abbreviated Dial numbers are displayed sequentially: 
5.	Press 	<div>  Display lamp OFF </div> <hr/> Exits the Display function <hr/> <div> Note If you do not exit the Display function, it will time out after 5 seconds </div>

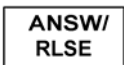



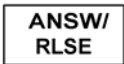

Answer/Release

The Answer/Release feature allows you to answer a call or get dial tone by pressing a feature key. This key can also be used with a headset.

Note

- When using a headset with Auto Answer activated, use the ANSW/RLSE key to get dial tone for placing a call, or to hang up.
- After using the ANSW/RLSE key, make sure the lamp is OFF. If it is not, press the ANSW/RLSE key twice to answer the next call.

Use the Answer Release Key

Step	Action	Result
1.	Press  To go off hook	  <i>Or</i> calling party <hr/>  Answer/Release and Extension lamps ON
2.	Press  To hang up	 Answer/Release and Extension lamps OFF

Auto Dial

The Auto Dial feature allows you to store one number of up to 28 digits for each Auto Dial feature key on your phone and dial the number by using that feature key.

Note





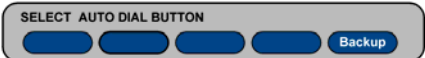
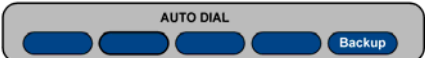



- One feature key is required for each Auto Dial number.
- Stored numbers must contain the complete phone number including any access number that is used to connect to an outside line (usually a 9). When you dial the access number, you will hear outside dial tone before you input the number.
- A dial pause symbol, the star (*) can be inserted into long distance numbers. A dial pause is the time spent waiting for dial tone or a computer tone. The pause time is stored by using the (*) symbol, which is a system setting and may be set for one to seven seconds. Each star (*) counts as one digit of the total 28 digits.
- A stored number cannot be erased, but you can remove or change a number by storing a new phone number over it.





Program an Auto Dial Key

Conditions:







The phone is on hook

Step	Action	Result
1.	Press 	The display alternates between:  <i>and</i> 
2.	Press 	The display alternates between:  <i>and</i> 
3.	Press 	
4.	 Dial the number including any access codes that are required to make the call	

Step	Action	Result
5.	Press 	The number is saved
6.	Press  <i>Or</i> Press  + 	Exits the Auto Dial function






Other Softkeys Used with Auto Dial

Key	Description
	Cancels the current input and allows you to keep the prior setting
	Erases the last digit displayed and repositions the cursor
	Erases all digits and allows you to reenter the number
	Exits the programming function

Modify an Auto Dial Number







Use the procedure above to modify an auto dial key.

Use an Auto Dial Number

Step	Action	Result
1.	 Lift the handset <i>Or</i> Press 	 
2.	Press  Of the number that you want to dial	The number is automatically dialed

Display an Auto Dial Number

The Display feature key is used to display your Auto Dial numbers.

Step	Action	Result
1.	Press 	 Display lamp ON
2.	Press  Note You can press each Auto Dial key before exiting the Display function	The Auto Dial number is displayed: 
3.	Press 	 Display lamp OFF Exits the Display function Note If you do not exit the Display function, it will time out after 5 seconds

Busy Override







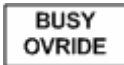



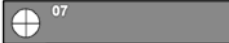
The Busy Override feature allows you to interrupt a busy extension and break into the call. It is intended for high priority and emergency situations.

Note

- The overriding party must have a higher priority assigned to the phone than both parties being overridden.
- A phone set on Do Not Disturb that gives the caller a busy signal, can be overridden by a Busy Override call, providing that Busy Override feature is allowed and the phone has a lower priority than the overriding party.
- The overriding party hears a constant steady dial tone for 15 seconds or until the extension called is no longer busy, whichever occurs first.
- The party that is being interrupted hears a one second warning tone. The tone indicates that the call will be overridden in 15 seconds if it is not put on hold or ended. Immediately before the overriding party is on line, another warning entry tone is heard. If the call is not put on hold, or ended, the other party in the conversation is disconnected and the call is overridden.

- When your conversation is being overridden and you place the other party on hold or hang up, the overriding party is either on your line immediately or ringing on your line depending on the database for your phone.

Override a Busy Extension

Step	Action	Result
1.	 Lift the handset <hr/> Or <hr/> Press 	 
2.	 Dial the number of the extension	 Busy tone or call waiting tone <hr/> <div> Note If you are not allowed to override the extension, you will continue to hear a busy tone or Call Waiting tone </div>
3.	Press 	  Until the called party hangs up or until the 15-second time limit is reached <hr/> <div>   Busy Override lamp ON </div>
4.	Wait on the line	Talk with the called party

Buzz/Status

The optional Buzz/Status feature allows a voice connection on a Buzz/Status line between one Buzz user and one or more Status users by pressing either a Buzz or Status feature key.


Example:





An executive with a Buzz key on the phone can have a direct line to an assistant or group of assistants, each having a Status key on their phone. Each assistant can place a call directly to the executive by using the Status key.

Note

- An option to the Buzz/Status talking connection is the Buzz/Status-Alert Only option.
- In a group of Status users, the first person to answer stops the ringing and blocks all others in the group from picking up the call.
- Buzz/Status calls do not affect a call in progress.
- The lamp next to the Status key is on when the Buzz counterpart is using the phone. The lamp next to the Buzz key does not indicate when the Status counterpart is using the phone.
- Features such as Hold or Transfer cannot be used on the Buzz/Status line.
- Buzz/Status calls can ring on a phone that has activated Do Not Disturb.

Place a Buzz Call to a Status User**Note**

Press the Buzz or Status key *before* lifting the handset or pressing the  key.



Step	Action	Result
1.	Press 	 Buzz lamp OFF
2.	 Lift the handset Or Press 	The call is placed to the Status party



Answer a Buzz Call from a Status User**Conditions:**

The Buzz lamp is blinking







The Buzz line rings




Step	Action	Result
1.	Press 	 Buzz lamp ON





Step	Action	Result
2.	 Lift the handset	You are connected to the Status party
	<i>Or</i>	
	Press 	

Place a Status Call to a Buzz User

Step	Action	Result
1.	Press 	 Status lamp ON
2.	 Lift the handset	The call is placed to the Buzz party
	<i>Or</i>	
	Press 	

Answer a Call from a Buzz User


Conditions:	
	The Status lamp is blinking
 	The Status line is ringing

Step	Action	Result
1.	Press 	 Status lamp ON
2.	 Lift the handset	You are connected to the Buzz party
	<i>Or</i>	
	Press 	










Callback



The Callback feature allows you to place a Callback on a busy internal extension or an extension that does not answer. The system automatically places the call when both extensions are no longer busy.

Note

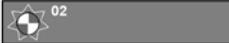

- When another party has left a callback on your phone, the  softkey is displayed in the menu.
- If a callback is left on a line other than your prime line, it will display only after you select the line.
- Each extension can have 10 callbacks.
- Callbacks are returned on a first in/first out basis.
- If you try to leave a callback on an extension that has already received 10 callbacks, you will hear a fast busy tone.
- If there is no answer when you return a callback, you may either hang up and cancel the call or leave a callback on that extension.
- A callback that you place on another extension returns to your phone with a three-ring system ring when both your phone and the called extension are on hook. That call is automatically canceled if you do not answer within a system-defined time period.
- A callback is left on the number that you originally dialed, even if it has been forwarded.
- When you return a callback to a number that has been forwarded, the call goes to the forwarded number.
- The party that places the callback cannot cancel the callback.



Place a Callback on a Busy Extension

Step	Action	Result
1.	 Lift the handset <hr/> Or <hr/> Press 	 
2.	 Dial the extension number	 Busy tone or call waiting tone <hr/> Example display: 
3.	Press 	 2-beep confirmation tone <hr/> The callback is placed

Step	Action	Result
4.	 Hang up <hr/> Or <hr/> Press 	

Answer a Returned Callback



Conditions:  The Extension and Callback lamps are flashing indicating that a callback is being returned. <hr/>  The three-ring system ring.	
--	--






Step	Action	Result
1.	 Lift the handset <hr/> Or <hr/> Press 	You have answered the returned callback

Return a Callback




Note

It is not necessary to return a callback before using your phone.





Conditions:  The lamp is flashing on the extension where the callback has been placed <hr/> 	
---	--

Step	Action	Result
1.	 Lift the handset <hr/> Or <hr/> Press 	 
2.	Press 	The phone rings at the extension that placed the call

Display a Callback

Step	Action	Result
1.	Press  Repeatedly if there is more than one <div style="border: 1px solid gray; padding: 5px; margin-top: 10px;"> Note If the <i>date and time stamp</i> is set up on your system, you will see the information displayed after the name and number </div>	
2.	Press  Repeatedly to find the Callback to cancel	

Display and Cancel a Callback

Step	Action	Result
1.	Press 	
2.	Press  Repeatedly to find the Callback to cancel	
3.	Press 	

Call Forward






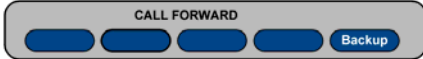
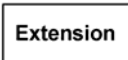
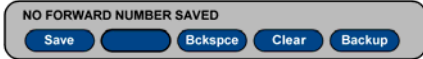

The Call Forward feature allows you to temporarily redirect your incoming calls to another number.










Note

- Each extension on the phone must be forwarded separately.
- If you have more than one extension, press the Extension key first.

Program Call Forward




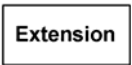


Assign a call forward number to an extension to be used with the Call Forward feature key.




Step	Action	Result
1.	Press 	<p>The display alternates between:</p>  <p>and</p> 
2.	Press 	<p>If you have more than one extension, the display alternates between:</p>  <p>and</p> 
3.	Press 	<p>If number is not assigned:</p>  <hr/> <p><i>Or</i></p> <hr/> <p>If number is assigned:</p> 

Step	Action	Result
4.	Option: If number is already assigned and you want to change it: Press 	
5.	 Dial the call forward destination number	
6.	Press  <hr/> Or Press 	 Call Forward lamp ON <hr/> All calls will be forwarded to the new number
7.	Press  <hr/> Or Press  + 	Exits the Programming function





Turn Off Call Forward using Softkeys

Conditions: The line that you select is already forwarded: <div> <div><FORWARD></div> <div>09/27/02 10:13AM</div> <div>Redial Dirctry</div> </div>

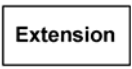






Step	Action	Result
1.	Press  + 	
2.	Press 	<div> <div>SELECT A LINE</div> <div>Backup</div> </div>
3.	Press 	
4.	Press 	 Call Forward Lamp OFF

Step	Action	Result
5.	Press  Or Press  + 	Exits the Programming function





Other Softkeys Used with Call Forward

Key	Description
	Cancels the current input and allows you to keep the prior setting
	Erases the last digit displayed and repositions the cursor
	Erases all digits and allows you to reenter the number
	Exits the programming function

Set up Call Forward with the Feature Key

Step	Action	Result
1.	If you have more than one line: Press 	
2.	Press 	 2 Beeps
3.	 Dial the Call Forward destination number	<div>  Call Forward lamp ON </div> <div>  2-Beep confirmation tone </div> <div>  </div>

Turn Off Call Forward with the Feature Key

Step	Action	Result
1.	If you have more than one line: Press 	
2.	Press 	<div>  07 Call Forward lamp OFF </div> <hr/> <div>  2-beep confirmation tone </div> <hr/> <div>Call Forward is canceled</div>

Call Mark



The optional Call Mark feature marks a bad phone connection on an outside line. When you hear static, echo, low volume, etc. on an outside (external) call, you can use the Call Mark feature key to mark the call. This provides troubleshooting information to technicians.

Mark a Call

Condition:



You are connected to an outside call that has problems with static, echo, low volume, etc. and this problem needs to be reported

Step	Action	Result
1.	Press 	<div>The call is marked and a notification is automatically sent to the system administration screen</div> <div>You can continue the conversation</div>
2.	 Continue to talk	






Call Park

The Call Park feature allows you to temporarily place a call on hold for a pre-set time limit. The call can be retrieved on any phone in the system. If the call is not retrieved within the time limit, the call automatically reverts back to the extension that parked the call.






Park a Call

Condition:

You are already on a call that needs to be parked

Step	Action	Result
1.	Press  Note You can also use the ACCESS key and the <i>feature code * 9</i>	 Call Park number and then silence <hr/> The call is parked and you can place and receive calls <hr/> Note To hear the number <i>repeated</i> , immediately press the Call Park button again.
2.	 Hang up <hr/> <i>Or</i> <hr/> Press 	
3.	 Write down the Call Park number	

Pick Up a Parked Call from Any Phone in the System

Step	Action	Result
1.	 Lift the handset <hr/> <i>Or</i> <hr/> Press 	 
2.	 Dial the Call Park number	<hr/> No ringing is heard <hr/> The call is connected <i>immediately</i>

Call Pickup

The Call Pickup feature allows you to answer another ringing line at your phone. There are two types of Call Pickup:

- **Group Call Pickup** - Your extension is assigned to a Call Pickup group. You can answer a call directed to any member of your Call Pickup Group.
- **Extension Call Pickup** - You can answer a call directed to another phone by pressing the Call Pickup feature key and dialing the extension number of the ringing phone.






Note

- See your system administrator for information regarding members of your Call Pickup Group.
- When two phones are ringing at the same time, the phone that was ringing first is picked up. That call can be put on hold while the second call is picked up.
- If you hear a fast busy tone after trying to pick up a call, either you are not assigned to that group or another group member picked up the call.

Pick up a Call as Member of a Call Pickup Group

Condition:








A call is ringing in for a member of the Call Pickup Group

Step	Action	Result
1.	 Lift the handset	 
	<i>Or</i>	
	Press 	
2.	Press 	The caller is connected on your extension

Pick up a Call by Dialing the Extension Number

Condition:

A call is ringing in for a member of the Call Pickup Group

Step	Action	Result
1.	 Lift the handset <hr/> Or <hr/> Press 	 
2.	Press 	 2-beep confirmation tone
3.	 Dial the extension number of the ringing phone	The caller is connected on your line

Call Waiting




The Call Waiting tones heard while you are on a call are:










Call Waiting Tone	Description
One Short Ring	Internal Call
Long Ring-Beep	External Call

Note


- If you choose not to answer the call waiting, the caller either continues to hear ringing or could be automatically forwarded to another extension, voice mail, or the operator, depending on the system design.
- An extension can have only one call waiting at a time. If another party calls, they will hear busy tone or ringing if the call is programmed to ring on another extension.
- The Call Waiting tone is heard **one time only** and only on the extension that is called. However, if you receive more than one call during a phone conversation, you will hear a call waiting tone for each call.
- Internal callers dialing a busy extension hear a ring-beep tone that indicates the line is busy and they are in the call waiting state.
- An external caller that is Call Waiting may hear a regular ringing tone in place of the ring-beep.
- Depending on the system design, you are call waiting on a busy extension:
 - Until the party you are calling answers
 - Until a pre-set time period expires and the system forwards your call to another extension
 - Until you decide to hang up




Accept a Call Waiting

Conditions:	
	You are already on a call
	Call Waiting tone
	Extension key icon lamp flashing indicating an incoming call



Step	Action	Result
1.	Press 	  The <i>first</i> party is placed on hold
	<i>Or</i>	
	Press 	
2.	 Hang up	
	<i>Or</i>	
	Press 	
3.	 Lift the handset	 Extension key icon lamp is flashing Caller 1 is on hold You are connected to Caller 2
	<i>Or</i>	
	Press 	




Alternate Between Calls

Conditions: Caller 1 is on hold	
	You are in conversation with Caller 2

Step	Action	Result
1.	Press 	Caller 2 is placed on hold
	<i>Or</i> Press 	You are in conversation with Caller 1  Extension key icon lamp is flashing Caller 2 is on hold
2.	Repeat Step 1 to alternate between calls	

Return to the Holding Party when One Party Hangs Up




Conditions: One party is disconnected, the other is still on hold	
	

Step	Action	Result
1.	Press 	 Extension lamp ON
	<i>Or</i> Press 	You are in conversation with the held party

Cancel

The Cancel feature allows you to abort any dialing sequence by pressing a feature key. You can cancel callbacks and unanswered transfers or conference calls.


Use Cancel

Step	Action	Result
1.	Press 	  The dialing sequence has been canceled and you may start dialing again

Conference

The Conference key allows up to seven parties to be joined in a conference call.

Note

- One system user must support a conference. A user can be a participant in the conference or can be a non-participant, by setting up the conference and placing the group on Conference Hold.
- A member may leave a conference at any time by hanging up. If there are only 2 parties left, then the conference is dropped, and the call becomes a normal two-way call.
- The conference warning tone (a system option) alerts members in the conference that another party is being added.
- If you are accidentally disconnected from a conference, you may be reconnected only by an internal member of the conference calling you or as a call waiting party on an internal conference member's phone.
- The Conference feature key or the CnfHold  softkey can be used to place a conference on hold. For example, when accepting a Call Waiting. The Hold key *does not* put a conference on hold.
- When a conference is on Conference Hold, or when additional parties are being added to the conference, the remaining parties can continue talking.














Conference up to Seven Parties

Condition:







Begin with one party already on the line




Step	Action	Result
1.	Press  <hr/> <i>Or</i> Press 	 Conference lamp is flashing <hr/>  
2.	 Dial the number of a party to add to the conference	
3.	Wait for the party to answer and announce the conference	
4.	Press  <hr/> <i>Or</i> Press 	 The conference is established <hr/>   Conference lamp ON <hr/>  Long beep is played to those already in the conference to indicate that another party has entered
5.	Press 	
6.	Repeat steps 3 - 5 until all parties are joined into the conference	

Leave the Conference and Return

You can put the conference on hold to allow you to add another party, or make another call.

Step	Action	Result
1.	Press 	  Leave the conference
2.	Press 	Return to the conference

Leave the Conference Permanently

Step	Action	Result
1.	 Hang up when the display reads "In Conference"	

Data Calls

The Data feature allows you to place and receive data calls and, at the same time, use the phone to place and receive voice calls or use other features. You can use the following features with data numbers:

Abbreviated Dial – See *Abbreviated Dial*

Auto Dial – See *Auto Dial*

Last Number Redial – See *Last Number Redial*

Callback Queuing – See *for External Lines*






Online Queuing - See *Queue for External Lines*



Use Data Features

To use the Data features you must have a Data feature key, a PDI-1000 type data interface, and a data destination to dial.

Condition:

The data number has been successfully dialed by one of the above features and you hear ringing.



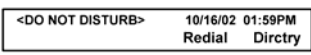
Step	Action	Result
1.	The data number is dialed	<div>  <div>The Data lamp is flashing</div> </div> <hr/> <div>  <div>RINGING</div> </div>
2.	Wait for modem tone	
3.	Press 	<div>  <div>Data lamp ON</div> </div> <hr/> <div>  <div>Dial tone or silence</div> </div> <hr/> <div>The data connection is made</div>

Step	Action	Result
4.	 Hang up	The data connection stays up
	<i>Or</i>	You can place and receive voice calls
	Press 	

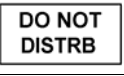

Do Not Disturb

The Do Not Disturb feature allows you to temporarily block incoming calls without affecting the use of your phone. The Do Not Disturb feature applies only to the phone where the feature has been activated. It does not affect other phones where this extension may appear.

Activate Do Not Disturb

Step	Action	Result
1.	Press  Note You can also use the <i>feature code * 6</i>	 Do Not Disturb lamp ON <hr/> 





Deactivate Do Not Disturb

Step	Action	Result
1.	Press  Note You can also use the <i>feature code # 6</i>	 Do Not Disturb lamp OFF

Event Timer Display

The Event Timer feature allows you to use your phone display as a stopwatch. The minutes and seconds of the timer replace the normal display.

Use the Event Timer

Step	Action	Result
1.	Press 	 Event Timer lamp ON <hr/> The timer starts <hr/>
2.	Press 	 Event Timer lamp OFF <hr/> The timer stops <hr/>


Group Listen

The Group Listen feature allows any person in a conference to add up to ten parties, *in a listen only mode*, to a conference.

Note

- A conference with group listeners can total 16 parties consisting of six full Conference members and 10 Group Listen members.
- A listen-only party, unlike a regular conference member, cannot place the conference on Conference Hold to accept a call waiting.
- When listener that has been added to a conference leaves a conference by hanging up, they cannot return to that conference on their own.









Add Group Listen Parties to a Conference

Conditions:

You are already on a call

8278 for JONES MARY
06/03/03 03:45PM
Hold Confnc Transfr PrivRel Dirctry

Or



JONES MARY FOR BILL SMITH
06/03/03 03:45PM
Hold Confnc Transfr PrivRel Dirctry

Step	Action	Result
1.	Press 	  <hr/>  Extension lamp ON <hr/>  Conference lamp is flashing <hr/> The call is on hold
2.	 Dial the phone number of a Group Listen party	You are connected to the Group Listen party
3.	Announce the conference and the Group Listen feature	
4.	Press 	 Conference lamp ON <hr/> The Group Listen party is added to the conference in listen-only mode
5.	Repeat Steps 1-4 until all parties are joined in the conference	

Rejoin the Conference




Note

Rejoin when a dialed number for Group Listen (internal or external) is busy or unanswered

Step	Action	Result
1.	Press 	 Conference entry warning tone (long beep) <hr/> You have rejoined the conference

Hold

There are three ways to put a party on hold.


Key	Description
	The "R" Key
	The Hold softkey
	The optional Hold feature key

Note

- When another party puts you on hold within the same system, you can place that party on hold at the same time.
- The party on hold hears silence or music, depending on the system options.

Place a Call on Hold




Conditions:

 You are already on a call







8278 for JONES MARY 06/03/03 03:45PM
Hold Confnc Transfr PrivRel Dirctry

Or




JONES MARY FOR BILL SMITH 06/03/03 03:45PM
Hold Confnc Transfr PrivRel Dirctry

Step	Action	Result
1.	Press 	
	<i>Or</i>	
	Press 	
	<i>Or</i>	
	Press 	

Retrieve a Party on Hold

Condition: Caller 1 is on hold		
		
Step	Action	Result
1.	Press  <i>Or</i> Press  <i>Or</i> Press 	 07 Extension lamp ON  You are reconnected to the held party


Place a Call when a Party is On Hold and Alternate Between Calls

Condition: Caller 1 is on hold		
Step	Action	Result
1.	From dial tone:  Dial Caller 2 and wait for Caller 2 to answer	 You are connected to Caller 2
2.	Press 	Caller 2 is placed on hold

Toggle between Held Calls

Note

The display shows which party is on hold.

Step	Action	Result
1.	Press 	Toggle between held calls






Hotline Conference

The Hotline Conference feature connects up to twelve parties in a conference call. Each conference member's phone automatically rings when call originator dials the Hotline Conference number.

Note

- A Hotline Conference can be originated by a conference member only, whose phone is programmed to allow the dialing of the Hotline Conference number.
- A busy tone means that a conference cannot be set up at this time.
- A fast busy tone means that all members did not answer, and the conference is cancelled.

Initiate a Hotline Conference Call

Step	Action	Result
1.	 Lift the handset <hr/> Or <hr/> Press 	 
2.	 Dial the Hotline Conference Number	
3.	Wait on the line until one conference member answers	

Accept a Hotline Conference Call



Note

If you place a party on hold to accept a Call Waiting that is a Hotline Conference call, you cannot return to the party on hold unless you hang up on the conference.

Condition:


RING







Hotline is ringing

Step	Action	Result
1.	 Lift the handset	You are connected to the Hotline Conference
	Or	
	Press 	

Hotline

The Hotline feature allows you to press a key that automatically dials a specific number.

Use Hotline

Step	Action	Result
1.	 Lift the handset	 
	Or	
	Press 	
2.	Press 	 Hotline lamp ON The call is placed









Intercom

The Intercom feature allows you to place and answer calls from members of your Intercom Group while leaving your main extension free to receive calls.



Note





- Each member of an Intercom Group is assigned a one-digit number for a 10-member group, or a two-digit number for a 100-member group.
- An Intercom call is indicated by a flashing Intercom lamp and one-ring normal ring or three-ring system ring.
- Intercom calls can be allowed to ring on a phone that has activated the Do Not Disturb feature.
- A call on an Intercom line cannot be transferred, put on hold, or used with any other feature. This is a system option.
- The Hands-Free Auto Answer (HFA) feature can be used on the Intercom line. When activated, an Intercom call is automatically answered on the speakerphone or headset. If the user is already talking on the phone when the Intercom call is received, then HFA does not answer that call and it must be answered manually.

Place an Intercom Call

Step	Action	Result
1.	Press 	 Silence
2.	 Lift the handset	 Intercom lamp ON
	<i>Or</i> Press 	  On Intercom line
3.	 Dial the Intercom number (1 or 2 digits)	The Intercom call is placed

Answer an Intercom Call

Conditions:   The Intercom line is ringing
--

Step	Action	Result
1.	Press 	
2.	 Lift the handset	 Intercom lamp ON
	<i>Or</i> Press 	The Intercom caller is on the line

Meet-Me Conference

The Meet-Me Conference feature allows up to twelve parties to dial a designated number at a scheduled time for a conference call. No Conference key is required.







Note

- The Meet-Me conference can be reserved as one-time only or as a permanently scheduled call.
- Outside callers can be transferred into the Meet-Me Conference.
- You can leave a Meet-Me Conference at any time, and rejoin the conference at any time by dialing the Meet-Me Conference number.



Enter a Meet-Me Conference

Note

- When dialing in to a Meet-Me conference, the first caller hears ringing until a second caller dials the number.
- A long beep is heard each time a caller enters the conference if the warning tone option is turned on in the system.

Step	Action	Result
1.	 Lift the handset	 
	<i>Or</i>	
	Press 	
2.	 Dial the Meet-Me Conference number	 Long beep You are connected to the conference







Leave a Meet-Me Conference

Step	Action	Result
1.	 Hang up	You are disconnected from the conference
	<i>Or</i>	
	Press 	

Lock and Unlock a Meet-Me Conference

Note

- The Hold softkey does *not* put the conference on hold.
- A Meet-Me Conference can be locked or unlocked by one member pressing the Hold key.

Step	Action	Result
1.	 	The conference is locked
	<i>Or</i>	
	Press 	
2.	 	The conference is unlocked
	<i>Or</i>	
	Press 	

Accept a Call Waiting During a Meet-Me Conference






Conditions:



You are connected to a Meet-Me Conference and a Call Waiting tone is heard



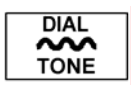





Call Waiting tone one time only, 1 short ring for an internal call or 2 short rings for an external call

Step	Action	Result
1.	 Hang up	
	<i>Or</i>	
	Press 	
2.	Wait for the phone to ring	
3.	 Lift the handset	The Call Waiting party is on the line
	<i>Or</i>	
	Press 	
4.	 Meet-Me conference number	You are reconnected to the conference

Transfer an Outside Call to a Meet-Me Conference




Step	Action	Result
1.	Ask the party to wait	

Step	Action	Result
2.	Press 	The party is on hold  
3.	 Dial the Meet-Me Conference number	You are connected to the conference
4.	Announce the transfer to conference members	
5.	 Hang up <i>Or</i> Press 	The transferred party is in the conference only after you hang up

Privacy Release

All calls are private even if an extension appears on more than one phone. When a shared extension is in use, another user attempting to use the same line will hear silence. The Privacy Release feature allows up to seven users sharing the same extension to temporarily join conversation on that extension.

Use Privacy Release


Condition:  You are already on a call		
Step	Action	Result
1.	Press  Note After all notified parties have joined the phone conversation, pressing the PRIVCY RLSE key blocks others from joining	 Privacy Release lamp ON You can talk with the original party and others entering on your extension

Cancel Privacy Release

Condition:



You are already on a call with privacy release activated

Step	Action	Result
1.	Press 	Continue to talk No one else can enter the conversation







Queue for External Lines






There are two ways to queue for external lines.

Type	Description
Callback Queuing	The Callback Queuing feature places a callback on a group of busy outgoing lines to queue the call. The system <i>calls back</i> when an outgoing line is available.
Online Queuing	The Online Queuing feature allows you to wait on the line until an <i>outgoing</i> line is no longer busy or until the queuing time limit expires.


Use Callback Queuing




A queued call may return to your phone several times. A system setting controls the maximum number of times to call back and the queuing time limit. When either the callback limit is reached, or the queue time limit has expired and all outside lines are still busy, the call is canceled from the queue by the system. The Callback key is used for this feature.

Step	Action	Result
1.	 Lift the handset	 
	<i>Or</i>	
	Press 	
2.	 Dial the external number	 Voice prompt " <i>Depress CALLBACK to queue call</i> " if all of the outgoing trunks are busy


Step	Action	Result
3.	Press  Feature Key <hr/> Note You can also use the ACCESS key plus the <i>feature code</i> * 7	 Voice prompt " Callback number XX " <hr/> The call is queued for the outside line <hr/> Note One extension can have five calls in queue for an outside at one time
4.	 Hang up <hr/> Or Press 	
5.	 Write down the callback number and the external number that you dialed	



Receive an Automatic Callback

Conditions: An outgoing line has become available <hr/> The system calls back <hr/>  The Extension lamp is flashing
--







Step	Action	Result
1.	 Lift the handset <hr/> Or Press 	 Voice prompt " Callback Number XX is ready "
2.	Wait on the line	The call is automatically placed

Cancel the Callback

Condition:  You are offhook listening to the call automatically being placed and you want to cancel the call

Step	Action	Result
1.	 Hang up	The callback is cancelled
	<i>Or</i>	
	Press 	


Use Online Queuing

Step	Action	Result
1.	 Lift the handset	 
	<i>Or</i>	
	Press 	
2.	 Dial the external number	 Voice prompt " <i>All lines busy, please hold</i> "
3.	<i>Wait on the line</i>	The call is placed or the queue time will expire
		<i>Or</i>
		The queue time expires


Redial


The Redial feature allows you to automatically place a call to the last outside number that you dialed. See *Outgoing Calls Log*.

Use the Redial Softkey






Step	Action	Result
1.	Press 	The last <i>outside</i> number dialed is automatically redialed

Use the Green Key and the Outgoing Calls Log









Step	Action	Result
1.	Press 	The <i>last outside</i> number dialed is displayed

Step	Action	Result
2.	Press 	The <i>last outside</i> number dialed is automatically redialed Note The call is placed after a 5-second delay








Use the Last Number Redial Feature Key

Step	Action	Result
1.	 Lift the handset	 
	<i>Or</i> Press 	
2.	Press  Note You can also use the <i>feature code #9</i>	The last <i>outside</i> number dialed is automatically redialed

Display the Redial Number

Step	Action	Result
1.	Press 	 Display lamp ON
2.	Press  	
	<i>Or</i> Press 	
3.	Press 	 Display lamp OFF <i>Or</i> Display will time out after 5 seconds



Display using the Outgoing Calls Log






Step	Action	Result
1.	Press 	The first part of the record: 
2.	Press 	The second part of the record: 
3.	Press  To return to first part of the record	
4.	Press  Or  to view other records	



Transfer

The Transfer feature allows you to transfer both internal and external calls using a feature key.

Initiate an Announced Transfer






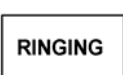



Condition:  You are on an active call	
	

Step	Action	Result
1.	Press 	  
2.	 Dial the destination number	Destination party answers
3.	Announce that the call is being transferred to the destination party	

Step	Action	Result
4.	 Hang up <hr/> Or <hr/> Press 	The call is connected to the destination party


Initiate an Unannounced Transfer

Condition:  You are on an active call
--

Step	Action	Result
1.	Press 	 
2.	 Dial the destination number	 
3.	 Hang up <hr/> Or <hr/> Press  <hr/> Or <hr/> Press 	The call is transferred to the destination party without announcement

Return to the Transferred Party


Conditions: You have transferred the call and the destination is ringing
--

Step	Action	Result
1.	Press 	You are reconnected to the transferred party

Return to Transferred Party after Connection to Voice Mail

Condition:





You are listening to the voice mail of the transfer destination party

Step	Action	Result
1.	Press 	You are reconnected to the transferred party



Voice Mail

The Voice Mail feature allows you to access the voice mail system to send and receive messages. Voice Mail can be accessed using any internal or external phone.

Message Lamp Status

Lamp	Status	Description
	On	There is at least one new message in your voice mailbox
	Off	There are no new messages in your mailbox
	Blink	There are no new messages in your mailbox, but there is a new call in the Incoming Calls log
	Flash	There is a message in your mailbox, and a new call in the incoming calls log



Access Voice Mail

This procedure assumes that the  "R" key on your phone has been programmed to automatically dial the voice mail system. The phone must be onhook to use this key to access voice mail. If you press the  key while on a call, you will place the call on hold.



Conditions:

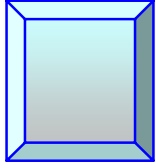
The Voice Mail feature key lamp is flashing



Step	Action	Result
1.	Press 	The speaker is activated
	<i>Or</i>	The voice mail system is automatically dialed
	Press 	
	<p>Note</p> <p>You can also use the <i>feature code</i> *5 to access the voice mail system</p>	
2.	Follow the voice mail system prompts	

Retrieve a Message from another Phone or Outside Location

Step	Action	Result
1.	 Dial the voice mail access number	 The voice mail system answers
2.	Follow the voice mail system prompts	




Chapter 5

Directories and Logs

Directories and Logs

The following directories and logs can be accessed on the system.

Directory/Log	Storage	Description
Private Directory	Internal to phone	Allows you to store your most frequently dialed names and numbers and allows you to initiate calls from the directory. See <i>"Private Directory"</i>
Incoming Calls Log	Internal to phone	Keeps a log of your incoming calls and allows you to initiate calls from the directory only when the number is known . See <i>"Incoming Calls Log"</i>
Information Directory	Internal to phone	Can be used to store specific information about the phone and its user.
Abbreviated Dial "Directory"	Assigned numbers are stored on the system.	Functions identically to the Abbreviated Dial feature button. See <i>"Abbreviated Dial"</i> .
Outgoing Calls Log (LNR-Last Number Redial)	Internal to phone	This log stores the records of the last 10 numbers called and is associated with the Green key  . See <i>Outgoing Calls Log</i> .
System Directory	System-wide	The Name/Number directory on the system that can be accessed by all users. See <i>System Directory</i> .


Private Directory

The Private directory allows you to store up to 200 frequently dialed internal or external numbers in 9 lists. The Private directory has these features:

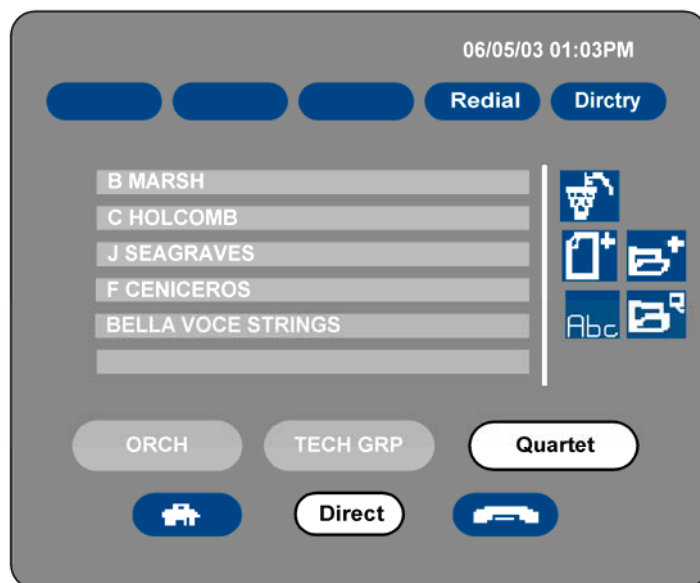
- The directory record contains the name and number and an optional note about the party.
- When a party that is listed in your Private directory calls, the display will show the name and number of the caller. This caller will be stored by name in the Incoming Calls log.
- Directory records are stored in alphabetical order.
- You can classify your directory records into one of none (9) lists.

- You can customize list labels and assign different ring tones for each list to identify callers.










Note





Use the Red key  to terminate or abort any of the following procedures.

Private Directory Screen


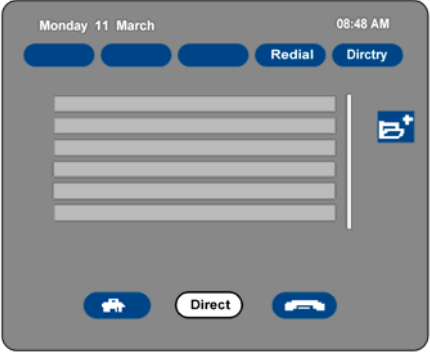



Screen Icons used with the Private Directory

Screen Icon	Definition
	Returns to the main screen
	Creates lists, and ring tones and volumes for each list
	Adds a record to the directory
	Opens the alphabetic screen
	Modifies list characteristics
	Deletes lists and records
	Saves a record
	Stores access codes such as passwords
	Inserts a pause between access sequences

Screen Icon	Definition
 Or 	Inserts a character when using the alphabetic display
	Backspaces to delete the character at the left of the cursor
	Places a call to the party in this record


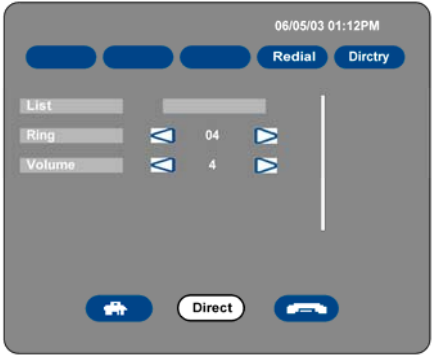


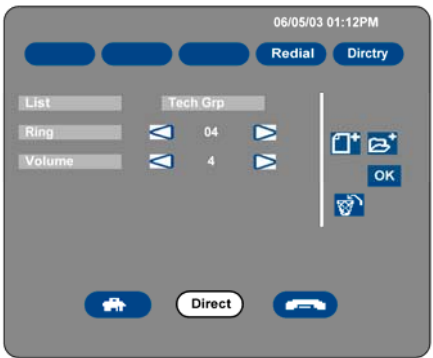




Access the Private Directory



Step	Action	Result
1.	Press 	<p>An empty directory:</p>  <p>A directory with entries:</p> 

Create a List in the Private Directory

You can utilize 9 different lists in the Private directory and choose different ring melodies for each list.










<p>Condition:</p> <p>You are already in the Private directory</p>
--

Step	Action	Result
1.	Press 	
2.	Press  Inside the List name box	The alphabetic screen is displayed
3.	 Enter the name (up to 14 characters)	
4.	Go to Ring to select the ring melody	
5.	Press  Or  Until the melody is selected	The ring melody is played with each selection
6.	Go to Volume to select the ring melody volume	
7.	Press  Or  Until the ring melody volume is selected	The melody is played at each selected volume

Step	Action	Result
8.	Press 	 2-beep confirmation tone <hr/> The list and its attributes are stored. You can: <ul style="list-style-type: none"> • Create a record in the list • View the list • Delete the list • Create another list • Search by name





Create a Record in a Private Directory List

You can store up to 200 records in the Private directory. You will see "Already Registered" if the name or number is already stored in the directory.



Step	Action	Result
1.	Press 	The directory screen is displayed
2.	Press The list icon where the new directory record will reside	
3.	Press 	The numeric screen is displayed
4.	 Enter the phone number including all access codes (maximum of 23 digits)	The alphabetic screen is displayed
5.	 Enter the name of the party (up to 16 characters)	
6.	Press 	 2-beep confirmation tone <hr/> The record is stored
7.	Optional: Press  Inside the <i>Note</i> field with the stylus	The alphabetic screen is displayed
8.	 Enter an optional comment for this record	
9.	Press 	The record is stored


Search for a Record in a Private Directory List

The screen displays the first six records in a list.










Condition: You are already in the Private directory.		
Step	Action	Result
1.	Choose the list: Press  The desired list icon	
2.	Optional: Press  Or  To show the next or previous pages or records	The display shows the names and numbers
3.	Open the record: Press  Inside the <i>Name</i> field with the stylus	The display shows the details of the record. <hr/> You can: <ul style="list-style-type: none"> • Call the party • Edit the record • Delete the record • Store another record

Search by Name in the Private Directory

Condition: You are already in the Private directory:		
Step	Action	Result
1.	Press 	The alphabetic keypad screen opens
2.	 Enter the first letter or letters of the party's name	As you enter each letter, the flashing number field under "Name?" indicates how many entries have been found to match your search. <hr/> If only <i>one record</i> is found, the screen displays the record <hr/> When <i>two or more records</i> are found, the screen displays the list of names

Step	Action	Result
3.	<p>Optional:</p> <p>Press </p> <p>To enter the name again to narrow the search</p>	




Modify a Record in the Private Directory

Step	Action	Result
1.	Press 	The directory screen is displayed
2.	Press The list icon where the directory record resides	
3.	Press  Inside the Name field with the stylus	The directory record is displayed
4.	Press  Inside the field that needs to be modified	
5.	Make the modifications	
6.	Press 	 2-beep confirmation tone <hr/> The record is modified <hr/> Note If the number is modified, the screen prompts to modify the name as well. You can press  if you do not want to modify the name
7.	<p>To move the record to another list, go to List:</p> <p>Press  Or </p>	
8.	Press  On Navigator or screen	The record is moved to the new list



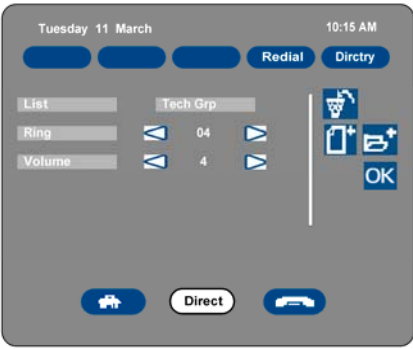





Delete a Record in the Private Directory

Condition:

You are already in the Private directory and have found the record that you want to delete.

Step	Action	Result
1.	Press 	The display will prompt you to verify the deletion
2.	Press 	The record is deleted  2-beep confirmation tone

Modify a Private Directory List


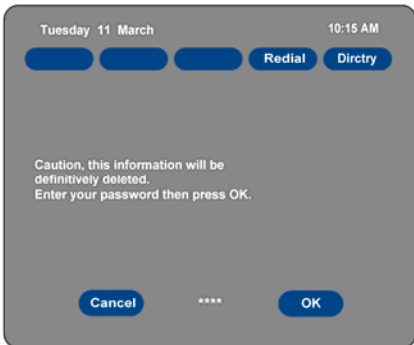



Step	Action	Result
1.	Press 	
2.	Press  The icon of the list that you want to modify	
3.	To modify the name: Press  Inside the List name field with the stylus	
4.	 Enter the new list name	
5.	To modify ring melody and volume settings: Press  Or 	
6.	Press 	The list changes are stored

Delete a Private Directory List

You can delete a Private directory list. You must have your phone password set up to delete a list.

Condition:





You are already in the Private directory and have found the list that you want to delete.

Step	Action	Result
1.	Press 	
2.	 <div style="display: inline-block; border: 1px solid black; padding: 2px; margin: 0 5px;">1</div> <div style="display: inline-block; border: 1px solid black; padding: 2px; margin: 0 5px;">1</div> <div style="display: inline-block; border: 1px solid black; padding: 2px; margin: 0 5px;">1</div> <div style="display: inline-block; border: 1px solid black; padding: 2px; margin: 0 5px;">1</div>	
3.	Press 	<p>The list is deleted</p> <hr/>  2-beep confirmation tone



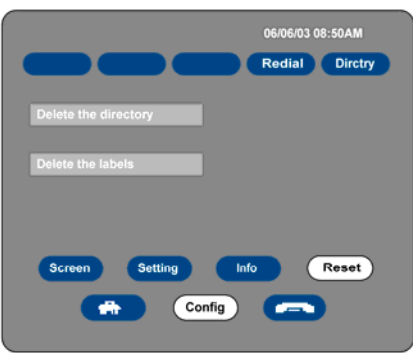
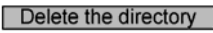

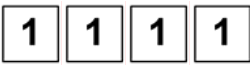


Place a Call from the Private Directory

Condition:

You are already in the Private directory and have selected a record.

Step	Action	Result
1.	Press  <i>Or</i> Press 	 The number is dialed after a short delay 


Delete All Records from the Private Directory

Step	Action	Result
1.	Press 	
2.	Press 	
3.	Press 	The screen prompts you for your password
4.	 	
5.	Press 	 2-beep confirmation tone <hr/> All records have been deleted

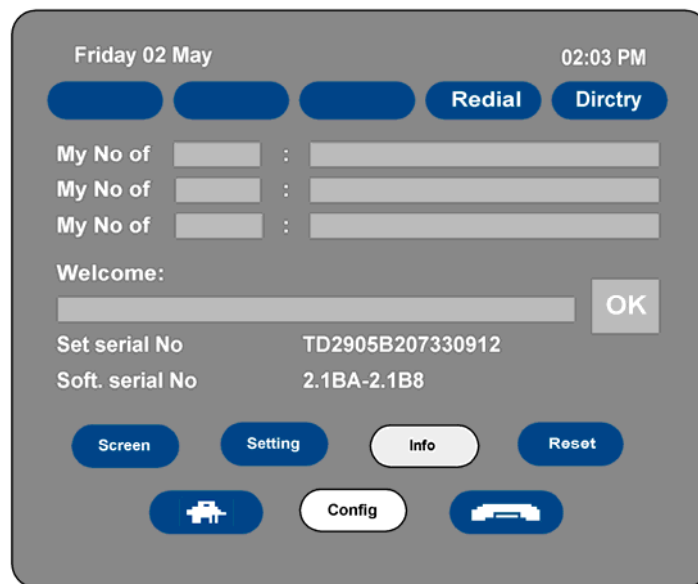
Information Directory

The Information directory allows you to view information about the phone and the user. You can store three personal numbers and a welcome message. You cannot modify the serial number for the phone or the software release information that comes from the system.

Note

Use the Red Key  to terminate or abort any of the following procedures.

Information Directory Screen

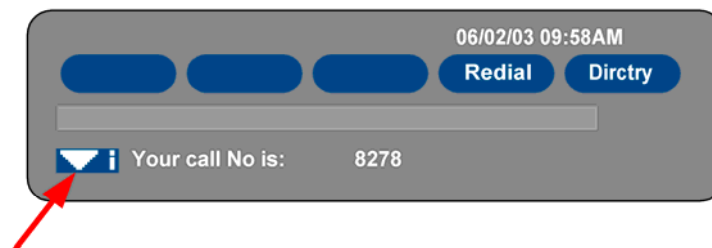


The screen displays the date and time at the top: Friday 02 May, 02:03 PM. Below this are three empty blue buttons, followed by 'Redial' and 'Dirctry' buttons. The 'My No of' section contains three rows, each with a label, a small input field, a colon, and a larger input field. The 'Welcome:' section has a text input field and an 'OK' button. The 'Set serial No' is TD2905B207330912 and the 'Soft. serial No' is 2.1BA-2.1B8. At the bottom are buttons for 'Screen', 'Setting', 'Info', 'Reset', 'Config' (with a house icon), and another 'Config' (with a phone icon).


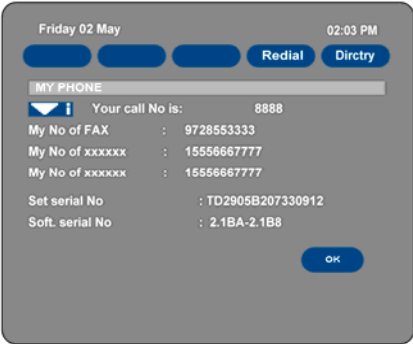

View the Information Directory

You can view the Information directory at any time.



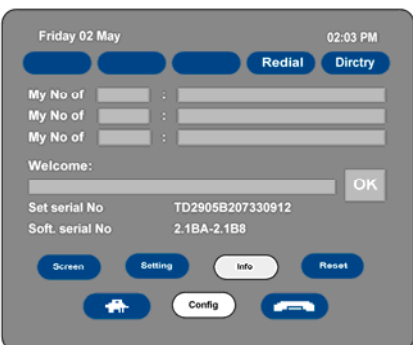
Condition:







The screen shows the date and time: 06/02/03 09:58AM. It has three empty blue buttons, followed by 'Redial' and 'Dirctry' buttons. Below these is a text input field. A red arrow points to a small blue icon with a white triangle and an 'i' next to the text 'Your call No is: 8278'.





Step	Action	Result
1.	Press 	
2.	Press 	Returns to the main screen

Access the Information Directory






Step	Action	Result
1.	Press 	
2.	Press 	

Add Personal Numbers

Step	Action	Result
1.	Press 	
2.	Press 	
3.	Press  Inside the first field that is associated with one of the numbers	The alphabetic keypad is displayed and prompts you to enter the label name for the number
4.	 Enter the label name	

Step	Action	Result
5.	Press  On the screen or the Navigator	The label is saved
6.	Press  Inside the second field that is associated with the same number	The numeric keypad is displayed
7.	 Enter the number	
8.	Press  On the screen or the Navigator	The number is saved
9.	If you want to enter other numbers, repeat from Step 3.	






Enter the Welcome Message

Step	Action	Result
1.	Press 	
2.	Press 	
3.	Press  Inside the field with the Welcome message	The alphabetic keypad is displayed and prompts you to enter the message
4.	 Enter the Welcome message	
5.	Press  On the screen or the Navigator	<div>The Welcome message is saved</div> <hr/> <div>The Welcome message is displayed on your main screen</div>

Modify or Delete Information

Condition:

You have selected the heading to modify or delete.

Step	Action	Result
1.	To insert characters: Press  Or  On the Navigator	
2.	To delete the character at the left of the cursor: Press 	
3.	To delete an entire record: Press 	
4.	To end the modifications Press  On the screen or the Navigator	


Incoming Calls Log

The Incoming Calls log can store call information about the last 50 calls received, either answered or unanswered.

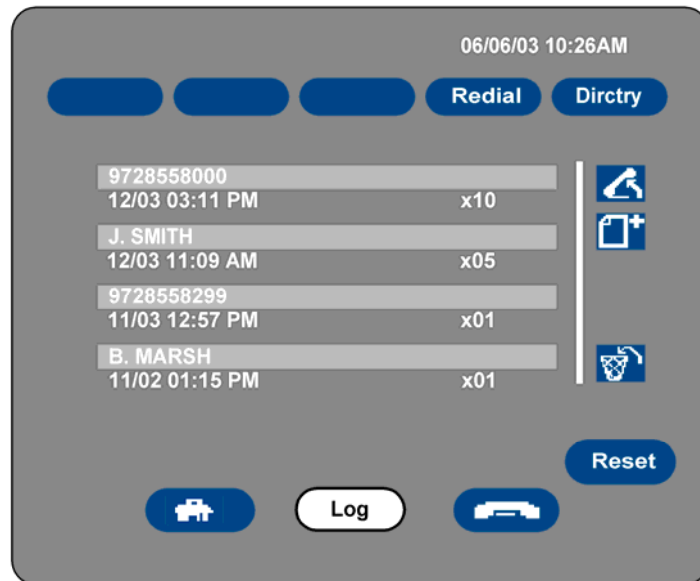
The following are features of the Incoming Calls log:

- The log icon will display the number of new calls in the incoming calls log
- If the party is stored in your private directory, the name will be stored in alphabetical order instead of by number.
- You can use the Incoming Calls log whether the phone is idle or busy.
- One record will display the number of times that the party called.
- You can initiate a call from the log.
- You can create a record in the Private directory from the log.
- You can delete one record or all records.
- When the log is full, a new call will overwrite the oldest call record.





Note

Use the Red Key  to terminate or abort any of the following procedures.


Incoming Calls Log Screen



Message Lamp Status


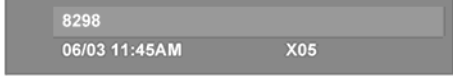
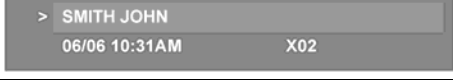
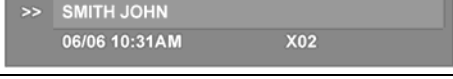

Lamp	Status	Description
	On	There is at least one new message in your voice mailbox
	Off	There are no new messages in your mailbox
	Blink	There are no new messages in your mailbox, but there is a new call in the Incoming Calls log
	Flash	There is a message in your mailbox, and a new call in the incoming calls log

Log Icon on Screen





When you have new calls in your Incoming Calls log that have not been viewed, the  icon will alternate between flash and display the number of new calls present in the log.

Call Record Display

The following table shows the possible Incoming Calls log displays.

Display	Description
	Caller identification is not available.
	If only the number is stored, the display will show the number instead of the name
	The ">" indicates that the log record has been <i>read</i>
	The ">>" indicates that log record has been called back
	The caller identity is not known




Access the Incoming Calls Log

Step	Action	Result
1.	Press 	
2.	Press  Or  To display the next or previous screens if necessary	

Place a Call from the Incoming Calls Log

Condition:

You have selected a record in the Incoming Calls log and want to place a call to that party.


Step	Action	Result
1.	Press  In the name field of the record	
2.	Press  <i>Or</i> Press 	The call is automatically dialed after a short delay.




View the Private Directory from the Incoming Calls Log

If the called party is listed in your Private directory, you can view the record.

Conditions:

You have selected a record in the Incoming Calls log and want to view the details in the Private directory.

The  icon is available as a choice.


Step	Action	Result
1.	Press  In the name field of the record that you want to view	
2.	Press 	








Store a Record into the Private Directory

You can add the name and number of the party to your Private directory.



Conditions:

You have selected a record in the Outgoing Calls log and want to store this record in your Private directory.

The  icon is available as a choice

Step	Action	Result
1.	Press 	The record is automatically stored in the Private directory
2.	<p>If the party's name is not in the log:</p> <p>Press </p> <p>In the name field of the record</p>	The alphabetic keypad opens
3.	 Enter the name	
4.	<p>Choose the list:</p> <p>Press  Or </p> <p>To choose the list for the entry</p>	
5.	 Enter an optional note	
6.	Press 	The record is stored

Delete an Incoming Calls Log Record


Step	Action	Result
1.	Press 	The display warns that the record will be permanently deleted
2.	Press 	<p>The record is deleted</p> <hr/> <p>The display shows the updated list</p>

Outgoing Calls (LNR) Log

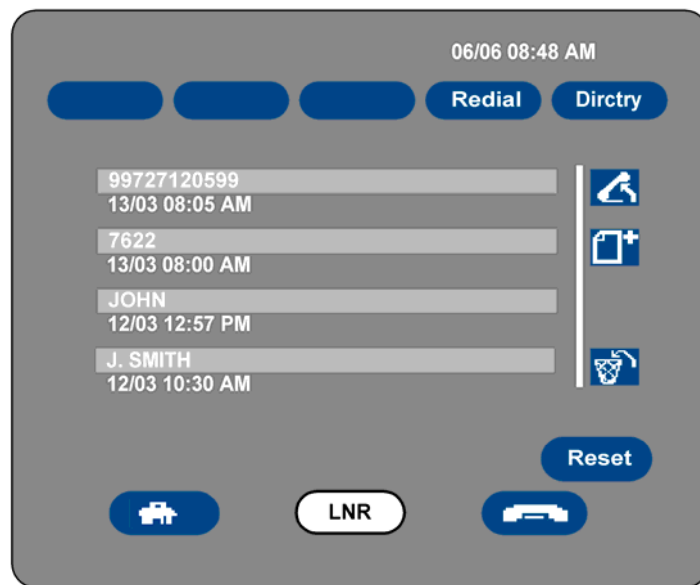
The Outgoing Calls log (LNR or Last Number Redial log) stores the records of the last 10 internal or external numbers called. The Outgoing Calls log has the following features:

- While viewing, you can automatically redial one of the numbers stored.
- When the log is full, the next call overwrites the oldest call record.
- If a call has been redialed several times, the calls counter in the record for that number is incremented rather than storing separate records for the same number.
- You can erase one record or the erase entire log.




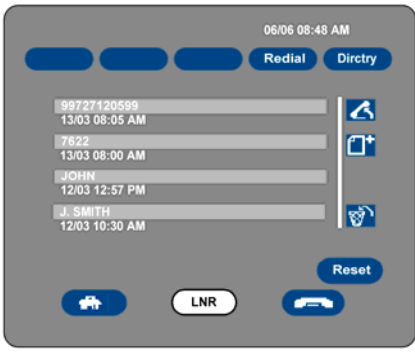


Note

Use the Red Key  to terminate or abort any of the following procedures.

Outgoing Calls Log Screen






View the Outgoing Calls Log

Step	Action	Result
1.	Press  <i>Or</i> Press  1 time Note If you press  2 times, the last call dialed will automatically be placed	 Note The number is displayed if the name is not known
2.	If necessary: Press  Or  to view the next or previous screen	

Place a Call from the Outgoing Calls Log

Condition:

You have selected a record in the Outgoing Calls log and want to place a call to that party.


Step	Action	Result
1.	Press  In the name field of the record	
2.	Press  <i>Or</i> Press 	The number is automatically dialed Note The call is placed after a 5-second delay




View the Private Directory from the Outgoing Calls Log

If the called party is listed in your Private directory, you can view the record.

Conditions:

You have selected a record in the Outgoing Calls log and want to view the details in the Private directory.

The  icon is available as a choice.


Step	Action	Result
1.	Press  In the name field of the record that you want to view	
2.	Press 	


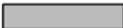

Store a Record into the Private Directory





You can add the name and number of the party to your Private directory.

Conditions:



You have selected a record in the Outgoing Calls log and want to store this record in your Private directory.

The  icon is available as a choice

Step	Action	Result
1.	Press 	The record is automatically stored in the Private directory
2.	<u>If the party's name is not in the log:</u> Press  In the name field of the record	The alphabetic keypad opens
3.	 Enter the name	





Step	Action	Result
4.	Choose the list: Press  Or  To choose the list for the entry	
5.	 Enter an optional note	
6.	Press 	The record is stored









Delete a Record from the Outgoing Calls Log

Step	Action	Result
1.	Press 	The display warns that the record will be deleted
2.	Press 	The record is deleted The display shows the updated list

System Name/Number Directory

The System Name/Number directory is a list of all of the employees of the company and can be accessed by all users. You can search by name in this directory and can dial a party directly from the directory. The system administrator maintains the System directory.


Step	Action	Result
1.	Press 	
2.	 Enter the first character(s) of the name with the alphabetic keypad	

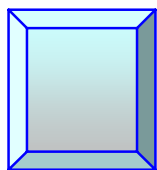
Step	Action	Result
3.	<p>If necessary:</p> <p>Press </p> <p>To erase the last character</p> <hr/> <p>Press </p> <p>To erase the entire input</p> <hr/> <p>Press </p> <p>To exit the function</p>	
4.	<p>Press </p>	
5.	<p>If necessary:</p> <p>Press  <i>Or</i> </p> <p>To scroll through the entries</p> <p>Press </p> <p>To back up to the previous prompt</p>	

Dial a Party from the System Name/Number Directory

Condition:

You are in the System directory and have found the party to call.

Step	Action	Result
1.	Press 	The number is automatically dialed






















Chapter 6













Feature Codes

Feature Codes

If your phone does not have one of the following keys, use a feature code if it is available for use.

- For those feature codes that require dial tone, press the SPKR key or lift the handset first.
- For those features that are accessed from an existing call, use the ACCESS key to hold the call and return to dial tone.

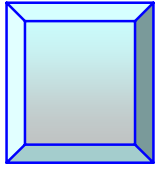
Feature	Action	Feature Code
Abbreviated Dial	 Or Press 	# 4
Callback - Leave a Callback	 ACCESS	* 7
Callback - Return a Callback	 Or Press 	* 7
Call Park	 ACCESS	* 9
Call Pickup	 Or Press 	# 7
Conference	 ACCESS	# 1
Data	 ACCESS	# #
Do Not Disturb - Turn On	 Or Press 	* 6
Do Not Disturb - Turn Off	 Or Press 	# 6
Call Forward - Turn On	 Or Press 	* 3
Call Forward - Turn Off	 Or Press 	# 3
Hold	 ACCESS	* 4

Feature	Action	Feature Code
Last Number Redial	 Or Press 	 
Transfer/3-Way Conference	 	 
Voice Mail	 Or Press 	 

Numeric Feature Codes

The optional Numeric Feature Code feature allows you to use an all-number code that omits the * and # signs in place the feature key or the standard feature code. The Numeric Feature Code option was originally designed for rotary phones.

Numeric codes may be two to four digits long. If this option is available on your system, the codes can be obtained through the system administrator.




Chapter 7

Telephone Tests

Telephone Tests













You can perform a number of tests on your phone, such as phone self-test, lamp test, and system tone test. You can also gather information about your phone such as class of service, cabinet/card/slot information, directory number, etc.

Note

Use the Red Key  to terminate or abort any of the following procedures.








Basic Procedures






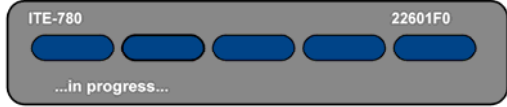








The following procedures apply to all tests except system tones.

Step	Action	Result
1.	 Offhook	 
2.	Press 	 Silence
3.	Press 	 1-beep
4.	Press 	 1-beep
5.	Press  + 	 2-beep confirmation tone + the code number



Basic Telephone Self-Test

The following test will restore the key lamps and the display on the phone.

Step	Action	Result
1.	 Offhook	 
2.	Press 	 Silence
3.	Press 	 1-beep










Step	Action	Result
4.	Press 	 1-beep
5.	Press  	 2-beep confirmation tone and then silence <div> Note You may not hear 2 complete beeps because the phone does reset. </div> <hr/>  The number to the right is the load number
6.	Press 	 
7.	 Or Press 	 Silence
8.	Press 	Normal display and lamps are restored 

Key Lamps Test

Step	Action	Result
1.	Press	 2 beep confirmation tone and then silence
2.	Press a feature key or line key 5 separate times	See these lamp states: ON, blink, flash, flash, ON <hr/>  1 beep after each key press


Informational Tests

The following tests can be run on the phone.

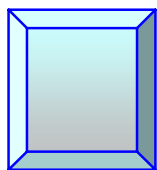
Test Name	Action	Response
Class of Service	Press <input type="text" value="#"/> <input type="text" value="*"/> <input type="text" value="1"/> <input type="text" value="1"/> <input type="text" value="0"/>	 Class of Service
Key Template	Press <input type="text" value="#"/> <input type="text" value="*"/> <input type="text" value="1"/> <input type="text" value="1"/> <input type="text" value="1"/>	 Key Template Number
Directory Number	Press <input type="text" value="#"/> <input type="text" value="*"/> <input type="text" value="1"/> <input type="text" value="1"/> <input type="text" value="3"/>	 Directory Number
Port Number (IBX Classic Systems)	Press <input type="text" value="#"/> <input type="text" value="*"/> <input type="text" value="1"/> <input type="text" value="1"/> <input type="text" value="4"/>	 System time slow number
Terminal Type	Press <input type="text" value="#"/> <input type="text" value="*"/> <input type="text" value="1"/> <input type="text" value="1"/> <input type="text" value="5"/>	 3 Terminal types if applicable <hr/> 1. Inside Term Type 2. Outside Term Type 3. Current Term Type
User Group	Press <input type="text" value="#"/> <input type="text" value="*"/> <input type="text" value="1"/> <input type="text" value="1"/> <input type="text" value="6"/>	 User Group Number
Data Directory Number (if assigned)	Press <input type="text" value="#"/> <input type="text" value="*"/> <input type="text" value="1"/> <input type="text" value="1"/> <input type="text" value="7"/>	 Data Directory Number
System Port Location	Press <input type="text" value="#"/> <input type="text" value="*"/> <input type="text" value="1"/> <input type="text" value="1"/> <input type="text" value="9"/>	 Cabinet, Shelf, Slot
Trunk Port Location	During trunk call, enter this sequence: Press <input type="text" value="XFER"/> + <input type="text" value="#"/> <input type="text" value="*"/> <input type="text" value="1"/> <input type="text" value="1"/> <input type="text" value="8"/>	 Cabinet, Shelf, Slot of trunk port

System Tone Tests

Action	Result
Press # * 2 0 0	 Silence
Press # * 2 0 1	 Inside Dial Tone
Press # * 2 0 2	 Outside Dial Tone
Press # * 2 0 3	 Modem Tone
Press # * 2 0 4	 Milliwatt Tone
Press # * 2 0 5	 Busy Tone
Press # * 2 0 6	 Reorder Tone
Press # * 2 0 7	 Ringback Tone
Press # * 2 0 8	 Call Wait Ringback Tone
Press # * 2 0 9	 Zip Tone (One Beep)
Press # * 2 1 0	 Zip Zip Tone (2 Beeps)
Press # * 2 1 1	 Inside Call Wait Tone
Press # * 2 1 2	 Outside Call Wait Tone
Press # * 2 1 3	 Override Warning Tone
Press # * 2 1 4	 "Held"
Press # * 2 1 5	 "Enter"
Press # * 2 1 6	 "Private"
Press # * 2 1 7	 "Forward"
Press # * 2 1 8	 "Message"

Action	Result
Press <div>#*219</div>	 "Voice Mail"





Appendix I

Glossary

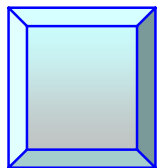
Glossary

Term	Definition
Access Code	A one or two digit number that must be dialed before an outside call can be made.
Account Code	A billing number for long distance calls that may be assigned as a part of a user's dialing procedure.
Alphabetic Keypad	A QWERTY keyboard located under the cover at the bottom of the phone.
Authorization Code	A unique number that may be assigned to a user or a directory number which, when dialed, permits authorized usage of system features.
Centergy	Centergy [®] is a call center management tool that integrates with PointSpan 6880 systems.
Code (Abbreviated Dial)	The single or double-digit number that a user assigns to a phone number when setting up Abbreviated Dial feature. This code number is used in place of the complete phone number.
Extension/Directory Number	A number assigned to an individual telephone set which, when dialed, allows access to that telephone set; an internal phone number.
External (call or number)	A call to a number that is outside of the phone system.
Feature Codes	<p>A combination of the star (*) or the pound (#) symbol plus a single digit of the pad. Each code accesses a specific system feature.</p> <p>Example: Feature Code "*3" activates the Call Forward feature. See <i>Feature Codes</i> in Chapter 4.</p> <p>Or</p> <p>A Numeric Feature Code (two to four digits) is used to access features on rotary phones that do not have a * or a # symbol.</p>
Features	Capabilities of a phone other than placing and receiving calls. For example, Hold, Transfer, Call Forward, Call Back Queuing, etc.

Term	Definition
Incoming Calls	Calls that are made from outside of the system to an extension inside of the system.
Internal (call or number)	A call or phone number (extension) that is inside the system.
Numeric Keypad	A set of twelve buttons (0 through 9) and two symbols (* and #).
Line or Line Appearance	An extension/directory number that appears on a phone.
Microphone	The built-in microphone, activated by the SPKR button, provides the ability to use the phone without the handset. The microphone is located on the lower front of the phone in the right-hand corner
Multi-Line Phone	A phone having more than one extension number.
Numeric Feature Code	A Numeric Feature Code (two to four digits) is used to access features on rotary phones that do not have a * or a # symbol.
Off-Hook	A term that indicates that the handset of the phone has been removed from the switchhook or the SPKR button has been turned on.
On-Hook	A term that indicates that the handset of the phone is resting on the switchhook. The phone is hung-up or the SPKR button is turned off. (See On-Hook Dialing)
On-Hook Dialing	Dialing a call by using the SPKR button instead of removing the handset from the switchhook. The ITE-12+phone is designed especially for this.
Outgoing Calls	Calls that are placed from an extension inside of the system to a destination that is outside of the system.
Park	A feature that allows a call to be placed in a temporary hold state and assigned an extension number. The call can be retrieved from any extension in the system by dialing the number assigned to the call.
PDI 1000	Provides an interface for 300 bps to 38.4 Kbps asynchronous RS-232C data.
Pickup	Allows calls that ring in at another extension to be picked up at extensions that are members of the same Call Pickup group.
Prime Line	The main extension on an ITE phone that is automatically selected to place or receive calls when the handset is lifted or the SPKR button is turned on. The line button does not have to be pressed to make or answer calls.

Term	Definition
Program	The instructions that you give to the phone through number codes (feature codes or buttons) to activate a feature.
Queuing	The process of placing calls in a holding pattern (a waiting line) until an outgoing line is available. The system assigns outgoing on the basis of priority or first come/first served.
System (Telephone System)	A term used in this guide that refers to PointSpan 6880 telephone switching systems.
Voice Prompt	A computerized voice heard through the handset or speakerphone that indicates that a feature has been activated. It may also inform or give instructions to the user.





Appendix I

Troubleshooting

Troubleshooting

The following table represents the more common problems found with a phone, and provides possible causes.

Problem	Possible Cause
No display	<ul style="list-style-type: none"> • Check for dial tone • Check the connection to the phone jack • Check that the other phones in the system are operating • Check the setting of display contrast
No dial tone	<ul style="list-style-type: none"> • Check the connection to the phone jack • Check the connection of the handset and/or the headset • Check that other phones in the system are operating • Check volume setting of handset, speaker, or headset
No sound in the handset	<ul style="list-style-type: none"> • Check the volume setting of the handset, speaker, or headset
Cannot dial out of the system (External Calls)	<ul style="list-style-type: none"> • Check that you have the rights to make external calls
No voice messages received	<ul style="list-style-type: none"> • Check your connection to the voice mail system • Check your welcome message or voice signature record on the voice mail system • Check activation of call forwarding to your voice mailbox
The phone is not ringing	<ul style="list-style-type: none"> • Check the volume of the ring melody • Check Call Forward settings